



NOTICE TO ALL ALLIANT CONTRACTORS

This letter transmits GSA FEDSIM's Task Order Request (TOR) GSC-QFOB-13-32728. This TOR will provide the GSA, Integrated Award Environment, Program Management Office with Tier one and Tier two Federal Service Desk support services.

In accordance with TOR Sections L.6, L.7, L.9, and L.10 all offerors shall submit proposals in the following manner:

- The offeror shall submit their Cost/Price Proposal (Part IA) as an original, 4 paper copies, and an electronic copy to be due on July 11, 2013 no later than 11:00 am Eastern Time (ET).
- The offeror shall submit their Cost/Price Proposal (Part IB) as an original, 4 paper copies, and an electronic copy to be due on July 26, 2013 no later than 11:00 am ET.
- The offeror shall submit their Written Technical Proposal (Part II) as an original, 7 copies, and an electronic copy to be due on July 26, 2013 no later than 11:00 am ET.
- The offeror shall submit their Oral Technical Presentation Slides (Part III) as an original, 7 copies, and an electronic copy to be due on July 26, 2013 no later than 11:00 am ET.

All offerors shall hand deliver their proposals to the following address:

General Services Administration
2100 Crystal Drive, Suite 800
Arlington, VA 22202
Attn: Ms. Julia Whitmore-Sevin, Contracting Officer
Mr. Michael Skorny, Contracting Specialist
Mr. Michael Donaldson, Acquisition Project Manager
Reference: GSC-QFOB-13-32728

All proposals must be submitted in accordance with the above dates and times. The Government will not consider any offeror that is late.

Each offeror shall make an oral presentation of its technical proposal in accordance with the instructions in TOR Section L.10. Oral presentations are anticipated to be held between August 06, 2013 and August 16, 2013. Upon receipt of each offerors' Cost/Price Proposal (Part IA), an exact date and time for each respective offeror's oral presentation will be assigned.

Formal questions from industry partners for the TOR shall be submitted in writing no later than July 03, 2013 by 11:00 a.m. ET. Questions shall be submitted electronically in accordance with Section L.3 of the TOR to Ms. Julia Whitmore-Sevin at Julia.whitmore-sevin@gsa.gov and Mr. Michael Skorny at Michael.skorny@gsa.gov.



Regards,

/s/

Julia Whitmore-Sevin
Contracting Officer
GSA, FAS, AAS, FEDSIM

GSA Federal Acquisition Service

TASK ORDER REQUEST (TOR)

GSC-QF0B-13-32728

Integrated Award Environment Federal Service Desk

in support of:

***The General Services Administration
Federal Acquisition Service
Integrated Award Environment***



**Issued to:
all contractors under the Alliant
Governmentwide Acquisition Contract**

**issued by:
The Federal Systems Integration and Management Center (FEDSIM)
1800 F. St, NW
Washington, DC 20006**

(Insert Appropriate Date of TOR Release)

FEDSIM Project Number 13034GSM

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

NOTE: The Section numbers in this Task Order (TO) correspond to the Section numbers in the Alliant Contract. Section B of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

B.1 GENERAL

The work shall be performed in accordance with all Sections of this TO and the contractor's Basic Contract, under which the resulting TO will be placed. An acronym listing to support this Task Order Request (TOR) is included in Section J Attachment 8.

B.5 CONTRACT ACCESS FEE

The General Services Administration's (GSA) operating costs associated with the management and administration of this contract are recovered through a Contract Access Fee (CAF). The amount of the CAF is $\frac{3}{4}\%$ (i.e., (.0075)) of the total price/cost of contractor performance. A separate Contract Line Item Number (CLIN) to cover this access fee, and this CAF shall be obligated at Task Order award.

GSA-Issued Task Orders:

Orders in excess of \$13.3 million are capped at \$100,000 per order year.

B.6 ORDER TYPES

The contractor shall perform the effort required by this TO on a Cost-Plus-Award-Fee (CPAF) basis for CLINs 0002A, 0002B, 1002A, 1002B, 2002A, 2002B, 3002A, 3002B, 4002A, and 4002B, and Firm-Fixed-Price (FFP) for CLINs 0001A, 0001B, 1001B, 2001B, 3001B, 4001B, and 4001C, and Not-to-Exceed (NTE) basis for CLINs 0003, 0004, 0005, 1003, 1004, 1005, 2003, 3004, 2005, 3003, 3004, 3005, 4003, 4004, and 4005.

B.7 ORDER PRICING (ALL ORDER TYPES)

The Government will not consider any Base Fee as part of the CPAF CLINs.

Long distance travel is defined as travel over 50 miles. Local travel will not be reimbursed.

The following abbreviations are used in this price schedule:

CLIN	Contract Line Item Number
CPAF	Cost-Plus-Award-Fee
FFP	Firm-Fixed-Price
NTE	Not-to-Exceed
ODC	Other Direct Cost

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.7.1.1 BASE PERIOD:

FIRM-FIXED-PRICE LABOR CLINs

CLIN	Description	QTY	Unit	Total Firm Fixed Price
0001A	Transition In Support (30 Days) (Task 2)	1	Lot	\$(Offeror to complete)
0001B	Program Management (Task 1)	12	Monthly	\$(Offeror to complete)

COST PLUS AWARD FEE LABOR CLINs

CLIN	Description	Estimated Cost	Award Fee	Total Estimated Cost Plus Award Fee
0002A	Labor – Mandatory Tasks (Tasks 3, 4,5,7, and 9)	\$(Offeror to complete)	\$(Offeror to complete)	\$(Offeror to complete)
0002B	Labor – Optional Tasks (Task 6)	\$(Offeror to complete)	\$(Offeror to complete)	\$(Offeror to complete)

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description		Total Ceiling Price
0003	Long Distance Travel Including Indirect Handling Rate (Offeror to complete)%	NTE	\$50,000.00
0004	Tools Including Indirect Handling Rate (Offeror to complete)% (i.e. Software and Hardware)	NTE	\$506,677.20
0005	ODCs Including Indirect Handling Rate (Offeror to complete)% (i.e. Hosting)	NTE	\$ 5,000.00

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
0006	Contract Access Fee	NTE	\$ 100,000.00

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

TOTAL BASE PERIOD CLINs: \$ _____

B.7.1.2 FIRST OPTION PERIOD:

FIRM-FIXED-PRICE LABOR CLINs

CLIN	Description	QTY	Unit	Total Firm Fixed Price
1001B	Program Management (Task 1)	12	Monthly	\$(Offeror to complete)

COST PLUS AWARD FEE LABOR CLINs

CLIN	Description	Estimated Cost	Award Fee	Total Estimated Cost Plus Award Fee
1002A	Labor – Mandatory Tasks (Tasks 3,4,5, 7, and 9)	\$(Offeror to complete)	\$(Offeror to complete)	\$(Offeror to complete)
1002B	Labor – Optional Tasks (Task 6)	\$(Offeror to complete)	\$(Offeror to complete)	\$(Offeror to complete)

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description		Total Ceiling Price
1003	Long Distance Travel Including Indirect Handling Rate (Offeror to complete)%	NTE	\$50,000.00
1004	Tools Including Indirect Handling Rate (Offeror to complete)%	NTE	\$218,953.20
1005	ODCs Including Indirect Handling Rate (Offeror to complete)%	NTE	\$ 5,000.00

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
1006	Contract Access Fee	NTE	\$ 100,000.00

TOTAL OPTION PERIOD ONE CLINs: \$ _____

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

**B.7.1.3 SECOND OPTION PERIOD:
FIRM-FIXED-PRICE LABOR CLINs**

CLIN	Description	QTY	Unit	Total Firm Fixed Price
2001B	Program Management (Task 1)	12	Monthly	\$(Offeror to complete)

COST PLUS AWARD FEE LABOR CLINs

CLIN	Description	Estimated Cost	Award Fee	Total Estimated Cost Plus Award Fee
2002A	Labor – Mandatory Tasks (Tasks 3,4,5,7, and 9)	\$(Offeror to complete)	\$(Offeror to complete)	\$(Offeror to complete)
2002B	Labor – Optional Tasks (Task 6)	\$(Offeror to complete)	\$(Offeror to complete)	\$(Offeror to complete)

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description		Total Ceiling Price
2003	Long Distance Travel Including Indirect Handling Rate (Offeror to complete)%	NTE	\$ 50,000.00
2004	Tools Including Indirect Handling Rate (Offeror to complete)%	NTE	\$218,953.20
2005	ODCs Including Indirect Handling Rate (Offeror to complete)%	NTE	\$ 5,000.00

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
2006	Contract Access Fee	NTE	\$ 100,000.00

TOTAL OPTION PERIOD TWO CLINs:

\$ _____

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.7.1.4 THIRD OPTION PERIOD:

FIRM-FIXED-PRICE LABOR CLINs

CLIN	Description	QTY	Unit	Total Firm Fixed Price
3001B	Program Management (Task 1)	12	Monthly	\$(Offeror to complete)

COST PLUS AWARD FEE LABOR CLINS

CLIN	Description	Estimated Cost	Award Fee	Total Estimated Cost Plus Award Fee
3002A	Labor – Mandatory Tasks (Tasks 3,4,5, 7, and 9)	\$(Offeror to complete)	\$(Offeror to complete)	\$(Offeror to complete)
3002B	Labor – Optional Tasks (Task 6)	\$(Offeror to complete)	\$(Offeror to complete)	\$(Offeror to complete)

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description		Total Ceiling Price
3003	Long Distance Travel Including Indirect Handling Rate (Offeror to complete)%	NTE	\$ 50,000.00
3004	Tools Including Indirect Handling Rate (Offeror to complete)%	NTE	\$345,953.20
3005	ODCs Including Indirect Handling Rate (Offeror to complete)%	NTE	\$ 5,000.00

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
3006	Contract Access Fee	NTE	\$ 100,000.00

TOTAL OPTION PERIOD THREE CLINs:
complete)

\$(Offeror to

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.7.1.5 FOURTH OPTION PERIOD:

FIRM-FIXED-PRICE LABOR CLINs

CLIN	Description	QTY	Unit	Total Firm Fixed Price
4001B	Program Management (Task 1)	12	Monthly	\$(Offeror to complete)
4001C	Transition-Out Support (30 Days) (Task 8)	1	FFP	\$(Offeror to complete)

COST PLUS AWARD FEE LABOR CLINs

CLIN	Description	Estimated Cost	Award Fee	Total Estimated Cost Plus Award Fee
4002A	Labor – Mandatory Tasks (Tasks 3,4,5, 7, and 9)	\$(Offeror to complete)	\$(Offeror to complete)	\$(Offeror to complete)
4002B	Labor – Optional Tasks (Task 6)	\$(Offeror to complete)	\$(Offeror to complete)	\$(Offeror to complete)

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description		Total Ceiling Price
4003	Long Distance Travel Including Indirect Handling Rate (Offeror to complete)%	NTE	\$ 50,000.00
4004	Tools Including Indirect Handling Rate (Offeror to complete)%	NTE	\$218,953.20
4005	ODCs Including Indirect Handling Rate (Offeror to complete)%	NTE	\$ 5,000.00

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
4006	Contract Access Fee	NTE	\$ 100,000.00

TOTAL OPTION PERIOD FOUR CLINs:
complete)

\$_(Offeror to

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

GRAND TOTAL ALL CLINs:

\$(Offeror to complete)

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.12 SECTION B TABLES

B.12.1 INDIRECT/MATERIAL HANDLING RATE

Travel, Tools, and ODC costs incurred may be burdened with the contractor's indirect/material handling rate in accordance with the Contractor's disclosed practices. If no indirect/material handling rate is allowable in accordance with the Contractor's disclosed practices, no indirect/material handling rate shall be applied to or reimbursed on such costs. If no rate is specified in the basic contract, none shall be applied in this TO.

B.12.2 INDIRECT RATES

B.12.2.2 INDIRECT LABOR RATES

All indirect rates proposed and billed under this task order shall be commensurate with the then current DCAA approved forward pricing rate agreement, or to be an approved Provisional rate. Indirect rates include, but may not be limited to, indirect material handling rates, overhead rates, and general and administrative rates.

B.13 INCREMENTAL FUNDING

B.13.1 INCREMENTAL FUNDING LIMITATION OF GOVERNMENT'S OBLIGATION

Incremental funding for CLINs ___*___ through ___*___ is currently allotted and available for payment by the Government. Additional incremental funding for these CLINs will be allotted and available for payment by the Government as the funds become available. The estimated period of performance covered by the allotments for the mandatory CLINs is from award through (insert appropriate period e.g., four months), unless otherwise noted in Section B.7. The TO will be modified to add funds incrementally up to the maximum of \$***,***,*** over the performance period of this TO. These allotments constitute the estimated cost for the purpose of Federal Acquisition Regulation (FAR) Clause 52.232-22, Limitation of Funds, which applies to this TO on a CLIN-by-CLIN basis.

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

Incremental Funding Chart for CPAF

CLIN	ESTIMATED COST	ESTIMATED AWARD FEE	ESTIMATED CPAF	FUNDED COST	FUNDED AWARD FEE	FUNDED CPAF	LEFT TO FUND
0002A		\$ -	\$ -		\$ -	\$ -	\$ -
0002B		\$ -	\$ -		\$ -	\$ -	\$ -
SUB	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
1002A		\$ -	\$ -		\$ -	\$ -	\$ -
1002B		\$ -	\$ -		\$ -	\$ -	\$ -
SUB	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
2002A		\$ -	\$ -		\$ -	\$ -	\$ -
2002B		\$ -	\$ -		\$ -	\$ -	\$ -
SUB	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
3002A		\$ -	\$ -		\$ -	\$ -	\$ -
3002B		\$ -	\$ -		\$ -	\$ -	\$ -
SUB	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
4002A		\$ -	\$ -		\$ -	\$ -	\$ -
4002B		\$ -	\$ -		\$ -	\$ -	\$ -
SUB	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -

SECTION B – SUPPLIES OR SERVICES AND PRICES/COSTS

B.14 AWARD FEE CALCULATION TABLE

Award Fee					
Year	Period	Months Covered	Available Award Fee Pool	Earned Fee	Unearned Fee
Base Year	1	3			
Base Year	2	3			
Base Year	3	3			
Base Year	4	3			
Option Year 1	5	3			
Option Year 1	6	3			
Option Year 1	7	3			
Option Year 1	8	3			
Option Year 2	9	3			
Option Year 2	10	3			
Option Year 2	11	3			
Option Year 2	12	3			
Option Year 3	13	3			
Option Year 3	14	3			
Option Year 3	15	3			
Option Year 3	16	3			
Option Year 4	17	3			
Option Year 4	18	3			
Option Year 4	19	3			
Option Year 4	20	3			

The award fee pool will be calculated as follows:

Award fee must be earned. The Government will capture the contractor's invoiced costs as of the 10th of the month following the end of the award fee period. The award fee pool will be downwardly adjusted commensurate with those reported costs.

A Draft Award Fee Development Plan is included in Section J, Attachment 2. A final plan will be provided within 15 days of the award of this Task Order. See Section H.26 for additional Award Fee information.

SECTION C – STATEMENT OF WORK

Statement of Work

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract. Section C of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

C.1 BACKGROUND

In 2003, the Integrated Award Environment (also known as the Integrated Acquisition Environment) Project was created as an e-Government initiative (e-Gov) under the President's Management Agenda. The concept behind the Integrated Award Environment (IAE) was to provide Federal Government agencies and contractors with shared IT systems to manage the acquisition and grants making process from solicitation through closeout.

The IAE systems were developed over several years as free-standing systems to fulfill different roles throughout the acquisition and grants making process. The current status of the IAE includes thirteen systems that facilitate all phases of the federal awards management lifecycle and serve the entity management, acquisition and financial assistance (grants and loans) communities. Below are some general statistics about the IAE systems:

- Contain information on over 700,000 entities doing business or seeking to do business with the Federal Government;
- Track more than five million transactions totaling over \$530 billion in annual obligations;
- Provide visibility to over \$1 trillion in government contracts at various stages of performance;
- Support over 50,000 monthly customer support inquiries, and provide past performance access for over 22,000 contracting professionals access IAE systems each month;
- Display over 23,000 Federal business opportunities to millions of users each month.

In order to better manage the IAE systems and better embody the spirit of shared services across the government, an effort was undertaken to consolidate IAE systems under the System for Award Management (SAM). As a result, there was an increased need for customer service support through the Federal Service Desk (FSD), which provides Tier 1 service request support to all of the IAE systems. As IAE undergoes a reimagining of its overarching structure, the FSD will continue to function as a primary touch point for ensuring IAE customers are able to effectively carry out the necessary tasks involved in the acquisition and grants processes.

C.1.1 PURPOSE

The purpose of this Task Order is to provide the services to support users of current and future IAE applications. This support is to assist users in all Department of Defense and Civilian Departments and Agencies in the Federal Government, as well as all other users of the IAE.

SECTION C – STATEMENT OF WORK

C.2 SCOPE

The scope of this order includes all aspects of providing IAE users with their primary service request support.

The specific support requirements include:

- Provide an existing modern, preferably, web-based, call center management application solution;
- Continued Development, Maintenance and enhancement of the IAE FSD Portal;
- Development, maintenance and enhancement of Tier 0 (user self-help) materials;
- Deploying, and maintaining an Interactive Voice Response (IVR) System;
- Tier 1 service request Support for all IAE applications;
- Tier 2 service request Support for SAM;
- Tier 2 service request Support for all IAE applications (optional);
- Coordination of service request exchanges to and from other resolver groups;
- Providing additional “Surge” service request support during peak demand;
- Continuity of Operations support;
- Managing, communicating and reporting on all service requests; and
- Deploying, extending, and maintaining a modern Service Request Management System.

C.3 CURRENT INFORMATION TECHNOLOGY (IT)/NETWORK ENVIRONMENT

C.3.1 Federal Services Desk (FSD)

The Government supports the suite of IAE applications through the FSD portal. The portal is intended to be the single support point and resource center for Government-wide systems that acquisition professionals utilize during the contract award and contract management process.

The FSD portal contains:

- General or specific application search features;
- Answer Center: A knowledge base of frequently asked questions;
- User Guides: System specific guides for support;
- Quick Start Guides: Guides on specific topics within the systems;
- Videos: Videos to help users navigate and understand the systems;
- Helpful Hints: A repository of documents and guides available to users;
- Service Request Contact information; and
- A survey tool allowing users to provide feedback to improve the portal.

C.3.2 Integrated Award Environment (IAE)

The following systems support the mission of IAE, and are within the scope of this order.

- The System for Award Management (SAM)

SECTION C – STATEMENT OF WORK

- The Catalog of Federal Domestic Assistance (CFDA)
- The Electronic Subcontracting Reporting System (eSRS)
- The Federal Procurement Data System – Next Generation (FDPS-NG)
- Federal Business Opportunities (FBO)
- The Federal Funding Accountability and Transparency Act Subaward Reporting System (FSRS Contracts)
- The Federal Funding Accountability and Transparency Act Subaward Reporting System (FSRS Grants)

C.3.2.1 System for Award Management (SAM)

The System for Award Management combined federal procurement systems and the Catalog of Federal Domestic Assistance into one new system. This consolidation is being done in phases. SAM currently includes the functionality from the following systems, and is likely to broaden in functionality over time:

- Central Contractor Registry (CCR)
- Federal Agency Registration (Fedreg)
- Online Representations and Certifications Application (ORCA)
- Excluded Parties List System (EPLS)

C.3.2.2 Catalog of Federal Domestic Assistance (CFDA)

The Catalog of Federal Domestic Assistance is a government-wide compendium of Federal programs, projects, services, and activities that provide assistance or benefits to the American public. It contains financial and nonfinancial assistance programs administered by departments and establishments of the Federal government.

As the basic reference source of Federal programs, the primary purpose of the Catalog is to assist users in identifying programs that meet specific objectives of the potential applicant, and to obtain general information on Federal assistance programs. In addition, the intent of the Catalog is to improve coordination and communication between the Federal government and State and local governments.

C.3.2.3 electronic Subcontracting Reporting System (eSRS)

The electronic Subcontracting Reporting System is intended to create higher visibility and introduce more transparency into the process of gathering information on federal subcontracting accomplishments. As part of the President's Management Agenda for Electronic Government, the Small Business Administration (SBA), the IAE, and a number of Agency partners collaborated to develop the next generation of tools to collect subcontracting accomplishments. This Internet-based tool streamlines the process of reporting on subcontracting plans and provide agencies with access to analytical data on subcontracting performance, and eliminates the need for paper submissions and processing of the SF 294's,

SECTION C – STATEMENT OF WORK

Individual Subcontracting Reports, and SF 295's, Summary Subcontracting Reports, and replaces the paper with an easy-to-use electronic process to collect the data.

C.3.2.4 Federal Procurement Data System – Next Generation (FPDS-NG)

The Federal Procurement Data System – Next Generation is the central data collection point for federal contract awards. All contracts whose estimated value is \$3,000 or more or that may be \$3,000 or more. Executive Departments and Agencies award over \$200 billion annually for goods and services, which is collected in FPDS-NG. The system can identify which agencies procured services, which contractor provided those goods and services, and what was paid.

FPDS-NG provides procurement data to USASpending.gov, which combines procurement data with information regarding grants and loans. USASpending.gov is hosted in the same environment as FPDS-NG, and is covered under the scope of this Task Order.

C.3.2.5 FedBizOpps.gov (FBO)

FedBizOpps.gov is the single government point-of-entry (GPE) for Federal government procurement opportunities over \$25,000. Government buyers are able to publicize their business opportunities by posting information directly to FedBizOpps via the Internet. Through one portal commercial vendors seeking Federal markets for their products and services can search, monitor and retrieve opportunities solicited by the entire Federal contracting community.

C.3.2.6 Federal Funding Accountability and Transparency Act Subaward Reporting System (FSRS Contracts)

The Federal Funding Accountability and Transparency Act of 2006 (FFATA) established a requirement to collect award data on all subcontracts valued at \$25,000 or more. Prime contractors are now required to report subcontract awards to the FFATA Sub-award Reporting System.

C.3.2.7 Federal Funding Accountability and Transparency Act Subaward Reporting System (FSRS Grants)

The Federal Funding Accountability and Transparency Act of 2006 (FFATA) established a requirement to collect award data on all sub-grants valued at \$25,000 or more. Prime Grant Awardees are now required to report sub-grants awards to the FFATA Sub-award Reporting System.

C.3.3 Definition of Terms in this document

Unless otherwise specified, all technical terms, not procurement or regulatory terms, in this document are to be construed as defined by ITIL® 3.1.24. A complete list of ITIL terms is included in Section J Attachment 3. Additionally, Government provided supplemental definitions are included in Section J Attachment 4. Any procurement or regulatory terms are to be construed as prescribed by the FAR, regulation or other Federal governing documents.

C.3.4 Management Approach

SECTION C – STATEMENT OF WORK

Aspects of each of these applications are partially managed independently, while other aspects are managed as a portfolio.

In order to obtain operational efficiencies, all IAE applications will use the Service Request support provided under this order for Tier 1 service, and Tier 0 service, which includes a knowledgebase on FSD's website, FAQs, and other information they seek.

In order to ensure effectiveness in resolving user issues, a more varied approach will be utilized for Tier 2 support. Tier 2 service requests will go to the resolver group that has greater systems expertise and is charged with resolving those tickets.

Regardless of the Tier of the ticket, or resolver group assigned to resolve that ticket, the contractor supporting this order will be responsible to track, report, and escalate tickets requiring attention.

Additionally, the contractor will provide the Service Request Management System for all resolver groups, and to ensure that all legacy data is migrated in at the beginning of this order, and out upon completion of this order.

C.3.5 Service Request Activity

The historical table included in Attachment 17 provides the average daily service requests since June of 2012. No further historical data is available.

C.4 OBJECTIVE

The objective of this Task Order is to leverage industry best practices to provide a turnkey Service Request Management solution for current and future IAE applications that will facilitate an effective user experience.

C.5 TASKS

C.5.1 TASK 1 – PROVIDE PROGRAM MANAGEMENT

The contractor shall provide program management support under this Task Order. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this Statement of Work (SOW). The contractor shall identify a Program Manager (PM), by name, who shall provide management, direction, administration, quality control, and leadership of the execution of this Task Order. See Section H.2 for further information.

The contractor shall schedule meetings and provide deliverables in accordance with Section F.

All program management activities and hours are to be included in this task, including subtasks, and no program management activities or hours are to be included in any other tasks or subtasks, for the full period of performance of this order.

SECTION C – STATEMENT OF WORK

C.5.1.1 SUBTASK 1 – COORDINATE A PROJECT KICK-OFF MEETING

The contractor shall schedule and coordinate and lead a Project Kick-Off Meeting at the location approved by the Government. The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include vital contractor personnel, representatives from the directorates, other relevant Government personnel, and the COR. The contractor shall provide the following at the Kick-Off meeting:

- a. Kickoff Slides, including an agenda, staffing status, facilities readiness, and other pertinent information
- b. The complete Draft Project Management Plan
- c. The complete Draft Transition-In Plan

C.5.1.2 SUBTASK 2 – PREPARE A PROJECT MANAGEMENT PLAN (PMP)

The contractor shall document all support requirements in a PMP. The PMP shall:

- a. Describe the proposed management approach;
- b. Contain the proposed communication plan;
- c. Contain detailed Standard Operating Procedures (SOPs) for all tasks;
- d. Include milestones, tasks, and subtasks required in this Task Order;
- e. Provide for an overall Work Breakdown Structure (WBS) and associated responsibilities and partnerships between or among Government organizations;
- f. Include the contractor's Quality Control Plan (QCP); and
- g. Provide a comprehensive Concept of Operations (CONOPS).

C.5.1.3 SUBTASK 3 – UPDATE THE PROJECT MANAGEMENT PLAN (PMP)

The PMP is an evolutionary document that shall be comprehensively updated annually at a minimum. Any major changes in the IAE applications will necessitate a review of the PMP to ensure currency. As the components of the PMP are varied, the contractor may update these sections more frequently as needed. The contractor shall work from the latest Government-approved version of the PMP.

C.5.1.4 SUBTASK 4 – DEVELOP FINAL TRANSITION-IN PLAN

The contractor shall ensure that there will be minimum service disruption to vital Government business and no service degradation during and after transition. All transition activities will be completed 30 calendar days after the start date of the Task Order, and the contractor shall have the ability to receive and resolve calls within 14 calendar days of the start of the Task Order. The Government will provide comments on a draft Transition-In Plan at the Kick-off Meeting. The contractor shall provide a final Transition-In Plan within four workdays following receipt of Government comments. The transition plan shall include, at a minimum:

SECTION C – STATEMENT OF WORK

- Provisioning plan and timeline for the Service Request Management System;
- Provisioning plan and timeline for establishing a toll free service phone number;
- Provisioning plan and timeline for the IVR system which shall have the ability to route calls, provide access to self-help recordings, and provide users the ability to receive a “Call Back” at a later time;
- Migration plan to move all open and closed service requests to the Service Request Management System;
- Implementation plan and timeline for proposed improvements and/or changes to the FSD Portal and any materials;
- Development and updating of FAQs, and other Tier 0 support materials;
- Development and updating Scripts and materials for Tier 1 support and Tier 2 support;
- IAE subject matter training for the contractor’s service desk staff; and
- COOP plan, timelines, thresholds, and reconstitution times.

C.5.1.5 SUBTASK 5 – PREPARE A WEEKLY STATUS REPORT (WSR)

The contractor PM shall develop and provide a WSR using Microsoft (MS) Office Suite applications, by Friday of each week via electronic mail to the Technical Point of Contact (TPOC) and the COR. The WSR shall include the following:

- a. FSD Availability;
- b. Requests: Total Volume, and medium of submission;
- c. Requests: First Request Resolution Rate, and medium of submission;
- d. Calls: Abandonment Rate ;
- e. Calls: Response Time;
- f. Web Chat: Average Wait Time;
- g. Telephone: Average Speed of Answer;
- h. Service Requests opened in the current week;
- i. Service Requests closed in the current week;
- j. The number of unresolved Service Requests for the current week;
- k. Total Unresolved Service Requests;
- l. Problems and corrective actions taken;
- m. Issues or concerns and proposed resolutions;
- n. Outstanding Government actions required;
- o. FSD Portal Availability;
- p. All Accuracy and Completeness issues identified in Tier 0 support; and
- q. All Complaints or Poor Survey Responses
- r. Weekly Calibration Session (Weekly user group meeting).

C.5.1.6 SUBTASK 6 – PREPARE A MONTHLY STATUS REPORT (MSR)

The contractor PM shall develop and provide an MSR using Microsoft (MS) Office Suite applications, by the tenth of each month via email to the Technical Point of Contact (TPOC) and the COR. The MSR shall include:

- a. All Metrics in the Weekly Status Report, shown for each week in the month;

SECTION C – STATEMENT OF WORK

- b. Activities during reporting period, by task (include: on-going activities, new activities, activities completed; progress to date on all above mentioned activities). Start each section with a brief description of the task;
- c. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them;
- d. Personnel gains, losses, and adjudication statuses (security clearance, etc.);
- e. Outstanding Government actions required;
- f. FSD Performance Report;
- g. Federal Service Desk Availability;
- h. Tier 2/3 Escalation Incorrect Escalation;
- i. Activities to ensure the accuracy and completeness of the Tier-0 Support (Self Service Knowledgebase);
- j. Problem and Change Report;
- k. All Customer Service Request feedback notifications;
- l. Monthly Steward Report (IAE requirement); and
- m. Financial management statistics, to include the contract to date charges by CLIN, the spend plan for the then current fiscal year by month, the actual costs for the current fiscal year by month, and the associated award fee earned/pool accrued for the current fiscal year by month.

C.5.1.7 SUBTASK 7 – CONVENE TECHNICAL STATUS MEETINGS

The contractor PM shall convene a twice a month (frequency to increase or decrease) Technical Status Meeting with the TPOC, COR, and other vital Government stakeholders. The purpose of this meeting is to ensure all stakeholders are informed of the monthly activities and MSR, provide opportunities to identify other activities and establish priorities, and coordinate resolution of identified problems or opportunities. The contractor PM shall provide minutes of these meetings, including attendance, issues discussed, decisions made, and action items assigned, to the COR within five workdays following the meeting. Topics to be covered include:

- SLA performance;
- Changes and status of the FSD portal;
- Known Issues;
- Open Forum; and
- Customer Service Representative Training Status and Calendar.

C.5.1.8 SUBTASK 8 – PREPARE TRIP REPORTS

The Government will identify the need for a Trip Report when the request for travel is submitted. The contractor shall keep a summary of all long-distance travel including, but not limited to, the name of the employee, location of travel, duration of trip, and point of contact (POC) at travel location.

C.5.1.9 SUBTASK 9 – CONSTANT SERVICE IMPROVEMENT (CSI) ACTIVITIES

The contractor shall examine on a monthly basis, and identify where program improvement can be improved to provide a higher user experience to Government users. This contractor shall report this analysis to the Government as part of the Monthly Program Improvement Plan. This

SECTION C – STATEMENT OF WORK

plan may contain new FAQs or training harvested from User Forum, Blog or peer-assist activities included in Tier 0-2 support, innovation, technology or changes in business processes within the contractor's direct control, or in associated processes or services. The contractor shall seek to implement these improvements within the scope and ceiling value of the Task Order. The contractor shall submit, with the Government's consent, a plan of action to implement these in scope changes.

C.5.1.10 SUBTASK 10 – DEVELOP TRANSITION-OUT

The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor/Government personnel at the expiration of the TO. The contractor shall provide a draft Transition-Out Plan 180 Days from Task Order Award, and a Final Transition Plan NLT 90 calendar days prior to expiration of the TO. The contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

- a. Project management processes
- b. Points of contact
- c. Location of technical and project management documentation
- d. Status of ongoing technical initiatives
- e. Appropriate contractor-to-contractor coordination to ensure a seamless transition
- f. Transition of Key Personnel
- g. Data Migration Plans
- h. Schedules and milestones
- i. Actions required of the Government

The contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings.

C.5.1.11 SUBTASK 11 – PROVIDE FSD STATUS INFORMATION

The contractor shall provide the Government with FSD status information in the following areas at a minimum:

- Top 5 issues for the last 7 calendar days, by system
- Total service requests for the last 7 days, by system, and type (phone, email, chat etc)
- Total service request for the current day, by system
- Tier 1 support sessions (users Average Speed to Answer telephone service requests for the current day
- Longest Wait time for the current day
- Abandonment Rate for the current day
- Average Telephone service request, to include the wait time, and the talk time

The contractor shall utilize a graphical Support Status Screen, and shall provide real-time or near real-time information on the IAE support. Near real-time is considered within one hour. The Support Status Screen shall provide the Government's IAE staff the ability to generate a status report containing this information in a Powerpoint type of format. Additionally, the contractor shall provide the Government the ability to export the data in to Excel upon demand.

SECTION C – STATEMENT OF WORK

C.5.1.12 SUBTASK 12 – SERVICE REQUEST MANAGEMENT SYSTEM TRAINING

The contractor shall train Government and contractor staff on the proposed Service Request Management System, and the FSD Portal components and services. This shall include initial system training, and limited user training for new users to be delivered by live webinars.

The contractor shall maintain user self-help materials to include FAQs, and a knowledgebase maintaining the Tier 0-2 IAE support materials.

C.5.2 TASK 2 – IMPLEMENT THE FINAL TRANSITION-IN PLAN

The contractor shall complete implementation of its Approved Final Transition-In Plan no later than (NLT) 30 calendar days after award (Section C.5.1.4 Transition-In). The contractor shall report weekly on the implementation plan. At a minimum, the Transition Status Report shall include:

- The status of establishing the Service Request Management System;
- The status and progress of transition activities overdue from the prior week's report;
- The planned activities for the prior week;
- The completed activities for the prior week;
- The planned activities for the current week;
- The overall transition status; and
- Any issue or task which requires the Government's attention or intervention.

C.5.3 TASK 3 – TIER 0 SUPPORT

The Contractor shall provide and manage all aspects of the FSD Tier 0 user support solution. This consists of hosting of the FSD portal, analyzing, developing and improving self-help user materials on the FSD portal, and includes, but is not limited to development, maintenance and enhancement of:

- The FSD Portal, to include all applets, services and technologies utilized to support users;
- Frequently Asked Questions (FAQs);
- Pre-recorded demonstrative video's demonstrating the purpose and usage of the application(s);
- The FSD knowledge base;
- Information on live and distance learning training on IAE applications;
- Operation of the Toll-Free telephone number transitioned to the contractor under Task 2: Transition In Support;
- Operation of the IVR deployed as part of Task 2: Transition-In Support;
- User online ticket submission capability;
- Email, and Blog technologies allowing users to self help or peer assist; and
- Any other modern technology generally available for user support purposes.

The contractor shall provide any required licenses as an ODC, including licenses for the Government's IAE PMO and the COR, who shall be granted access to the system, including read-only access the raw data on IAE tickets.

SECTION C – STATEMENT OF WORK

C.5.4 TASK 4 – TIER 1 SUPPORT – ALL APPLICATIONS

The contractor shall provide first line user assistance and support. This support shall accept service requests through all mediums, and meet the proposed service level agreements in satisfying the users' questions and/or issues. This includes, but is not limited to telephone service requests, Web Chat Service requests, IVR "Call Back" service requests, email service requests. Service levels are to apply to each application independent of the other applications in the IAE.

The contractor shall provide Tier 1 support and resolve user service requests, such as password resets, general questions, or routine issues that can be diagnosed and resolved without escalation to higher tiers of support in accordance with the service levels proposed.

The contractor shall strive to Warm Transfer all support calls. Only in cases where a live agent is not available in the receiving resolver group shall the contractor transfer a support call without first briefing the next responder to the circumstances and details of the service request. In cases when a Warm Transfer is not viable, the contractor shall inform the user, and notify them of where they are being transferred.

The contractor shall prepare for, and adjust to, seasonal changes in demand. This includes end of Federal Fiscal Year (EOY) surges in demand, as well as historically lower demands early in the Federal Fiscal Year.

The Contractor shall have the capability to support a wide range of customer service requests through all communications channels (e.g. telephone, e-mail, web chat), including, but not limited to:

- Service requests;
- General information requests;
- Referrals;
- Requests on specific programs, applications, and services;
- Emergency requests;
- Complaint requests; and
- Public comments.

SECTION C – STATEMENT OF WORK

To ensure the Government understands the nature of service request calls, the contractor shall have the ability to record calls, and make them available to the Government for their review. The contractor shall provide the Government the ability to listen in on in-progress calls.

The contractor shall include a Government provided link to a user survey tool on a service request tickets generated. The Government will provide the contractor read-only access to the survey site.

C.5.5 TASK 5 – TIER 2 SUPPORT – SAM

The contractor shall provide Tier 2 support to users of the SAM application. The contractor shall ensure that all members of its Tier 2 support staff are fully capable of resolving all service requests, unless:

- There is a network or system failure preventing the user from accessing the information in part or whole;
- There are policy, not technology, issues which are the nature of the service request;
- The service request is anticipated to require a change to the system, or application development; or
- The services request requires additional permissions to be granted by the Government.

The contractor shall ensure that all members of its Tier 2 staff are fully trained, capable, and enabled to providing this support. The contractor shall provide this Tier 2 support in accordance with the service levels proposed.

Should a sudden increase (spike) occur in SAM service requests, the contractor shall implement, with COR approval, an operational procedure that shifts SAM service request responsibilities as follows:

- Tier 1 Support: Execute limited scripts to resolve password resets, or otherwise only document tickets.
- Tier 2 Support: Provide Tier 1 in lieu of Tier 2 support.

During these periods, the service levels proposed do not apply to SAM.

When the contractor has ascertained that the spike has ended, the contractor, with the COR's approval, will return to normal operational procedures in accordance with the provisions of the Tasks identified in this order.

C.5.6 TASK 6 – OPTIONAL TIER 2 SUPPORT – OTHER IAE APPLICATIONS

The contractor shall provide Tier 2 support to users of other IAE applications. The contractor shall ensure that Tier 2 support is fully capable and enabled of resolving all service requests, unless:

- There is a network or system failure preventing the user from accessing the information in part or whole;
- There are policy, not technology, issues which are the nature of the service request;

SECTION C – STATEMENT OF WORK

- The service request is anticipated to require a change to the system, or application development; or
- The services request requires additional permissions to be granted by the Government.

The contractor shall ensure that all members of its Tier 2 staff are fully trained, capable, and enabled to provide this support. The contractor shall provide this Tier 2 support in accordance with the SLA's identified in Section J Attachment 5.

Should a sudden increase (spike) occur in services requests for one or more of the non-SAM IAE applications, the contractor shall implement, with COR approval, an operational procedure that shifts service request responsibilities as follows:

- Tier 1 Support: Execute limited scripts to resolve password resets, or otherwise only document tickets.
- Tier 2 Support: Provide Tier 1 in lieu of Tier 2 support.

During these periods, the service levels proposed do not apply to the affected application(s).

When the contractor has ascertained that the spike has ended, the contractor, with the COR's approval, will return to normal operational procedures in accordance with the provisions of the Tasks identified in this order.

C.5.7 TASK 7 – Continuity of Operations (COOP) SUPPORT

The contractor shall provide support in a manner that eliminates dependencies on any single call center or geography. In the case of a natural disaster, act of war, act of terrorism, or other act or situation that renders the contractor's call center(s) inoperable, the contractor shall have an established and COR approved COOP plan that will provide support with no interruption of service or service levels, IT systems or support, or other operational impact to the Government. This plan shall identify the thresholds or situations which would initiate a COOP execution, and define the recovery or reconstitutions requires when the situation is resolved or remediated. The contractor shall have a minimum of one call center that is part of its solution atleast fifty (50) miles distant from all other facilities.

The contractor, with COR approval, can determine that a situation or event has occurred that requires the COOP plan to be executed. When the situation or event has been resolved or remediated, the contractor shall, with COR approval, reconstitute to a non-COOP status.

C.5.8 TASK 8 – IMPLEMENT TRANSITION-OUT PLAN

The contractor shall implement its Government approved Transition-Out Plan no later than (NLT) 30 calendar days prior to expiration of the Task Order (Section C.5.1.10, Transition-Out). This shall include exporting all data and tickets, opened or close to a format acceptable to the new contractor, and transferring the Toll-free line to the new contractor.

C.5.9 TASK 9 – HOSTING OF THE FSD PORTAL

SECTION C – STATEMENT OF WORK

The contractor shall host the Federal Service Desk Portal. This includes providing all the required software, hardware and services necessary to provide the FSD Portal, and all content and technologies required to support the user community.

SECTION D - PACKAGING AND MARKING

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract. Section D of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

D.2 MARKINGS

The contractor shall provide all materials and deliverables free of markings, to include, but not limited to, intellectual property claims/markings, copyright claims/markings, or corporate proprietary claims/markings. The contractor can provide a deliverable document to the Contracting Officer and the COR with proposed markings. The Contracting Officer will consider the request and approve or deny the request.

When requesting marking on deliverables, the contractor shall provide the above submission 3 business days prior to the deliverable due date. No allowances or consideration will be given to the contractor should it fail to provide such notice.

SECTION E - INSPECTION AND ACCEPTANCE

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract.

E.1 FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This TO incorporates the following clauses by reference with the same force and effect as if they were given in full text. Upon request the CO will make their full text available. Also, the full text of a provision may be accessed electronically at:

FAR website: <https://www.acquisition.gov/far/>

CLAUSE #	CLAUSE TITLE	DATE
52.246-4	Inspection of Services – Fixed Price	(Aug 1996)
52.246-3	Inspection of Supplies – Cost Reimbursement	(May 2001)
52.246-5	Inspection of Services – Cost Reimbursement	(Apr 1984)

E.2 PLACE OF INSPECTION AND ACCEPTANCE

Inspection and acceptance of all work performance, reports, and other deliverables under this TO shall be performed by the COR in the Washington Metropolitan area.

E.3 SCOPE OF INSPECTION

All deliverables will be inspected for content, completeness, accuracy, and conformance to TO requirements by the FEDSIM COR. Inspection may include validation of information or software through the use of automated tools, testing, or inspections of the deliverables, as specified in the TO. The scope and nature of this inspection will be sufficiently comprehensive to ensure the completeness, quality, and adequacy of all deliverables.

The Government requires a period NTE 15 workdays after receipt of final deliverable items for inspection and acceptance or rejection.

E.4 BASIS OF ACCEPTANCE

The basis for acceptance shall be compliance with the requirements set forth in the TO, the contractor's proposal and relevant terms and conditions of the contract. Deliverable items rejected shall be corrected in accordance with the applicable clauses.

Reports, documents, and narrative-type deliverables will be accepted when all discrepancies, errors, or other deficiencies identified in writing by the Government have been corrected.

If the draft deliverable is adequate, the Government may accept the draft and provide comments for incorporation into the final version.

All of the Government's comments on deliverables must either be incorporated in the succeeding version of the deliverable, or the contractor must demonstrate to the Government's satisfaction why such comments should not be incorporated.

If the Government finds that a draft or final deliverable contains spelling errors, grammatical errors, or improper format, or otherwise does not conform to the requirements stated within this TO, the document may be immediately rejected without further review and returned to the

SECTION E - INSPECTION AND ACCEPTANCE

contractor for correction and resubmission. If the contractor requires additional Government guidance to produce an acceptable draft, the contractor shall arrange a meeting with the FEDSIM COR.

E.5 DRAFT DELIVERABLES

The Government will provide written acceptance, comments, and/or change requests, if any, within 15 workdays (unless specified otherwise in Section F) from Government receipt of the draft deliverable. Upon receipt of the Government's comments, the contractor shall have 10 workdays to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

E.6 WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT

The CO/COR will provide written notification of acceptance or rejection (Section J, Attachment 6) of all final deliverables within 15 workdays (unless specified otherwise in Section F). All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

E.7 NON-CONFORMING PRODUCTS OR SERVICES

Non-conforming products or services will be rejected. Deficiencies will be corrected, by the contractor, within ten workdays of the rejection notice. If the deficiencies cannot be corrected within ten workdays, the contractor will immediately notify the FEDSIM COR of the reason for the delay and provide a proposed corrective action plan within ten workdays.

If the contractor does not provide products or services that conform to the requirements of this Task Order, the Government will not pay the fixed price associated with the non-conforming products or services.

If the contractor does not provide products or services that conform to the requirements of this Task Order, the Government will document the issues associated with the non-conforming products or services in the award fee determination report, and there will be an associated reduction in the earned award fee.

SECTION F – DELIVERABLES OR PERFORMANCE

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract.

F.1 FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This TO incorporates the following clauses by reference with the same force and effect as if they were given in full text. Upon request the CO will make their full text available. Also, the full text of a provision may be accessed electronically at:

FAR website: <https://www.acquisition.gov/far/>

CLAUSE #	CLAUSE TITLE	DATE
52.242-15	Stop-work Order	(Aug 1989)
52.242-15	Alternate I	(Apr 1984)

F.3 TASK ORDER PERIOD OF PERFORMANCE

The period of performance for this TO is a one-year base period and four, one-year options.

F.4 PLACE OF PERFORMANCE AND HOURS OF OPERATION

The primary Place of Performance is the contractor's facilities, with limited staff execution at Government locations in the Washington, DC Metropolitan area. Long distance travel is anticipated to be required in support of this effort, and shall be in accordance with sections G.9.6.1.4 and H.23.

The contractor shall have its call center(s) operational and fully staffed (available Monday through Friday, excluding Federal Government Holidays, from 8 am Eastern Time to 8 pm Eastern Time) trained with a Government-approved scripts within 14 working days of the start of the Task Order, and be fully transitioned within 30 days of the start of the Task Order. The IVR system shall be used to provide unattended service 24 hours a day, seven days a week.

The contractor's facilities must be in the continental United States, Alaska, or Hawaii.

F.5 DELIVERABLES

The following schedule of milestones will be used by the FEDSIM COR to monitor timely progress under this TO.

The following abbreviations are used in this schedule:

COB: Close of Business, 5:00P.M. Eastern Time

NLT: No Later Than

TOA: Task Order Award

All references to Days: Government Workdays

Deliverables are due the next Government workday if the due date falls on a holiday or weekend.

The contractor shall submit the deliverables listed in the following table:

SECTION F – DELIVERABLES OR PERFORMANCE

MILESTONE/DELIVERABLE	CLIN	SOO/PWS/ SOW REFERENCE	PLANNED COMPLETION DATE
Project Start (PS)			At TOA
Kick-Off Meeting	0001B	C.5.1.1	Within 4 days of TOA
Copy of TO (initial award and all modifications)		F.5.1 PUBLIC RELEASE OF CONTRACT DOCUMENTS REQUIREMENT	Within 10 days of award
Transition-In Plan – Draft	0001B	C.5.1.1	At TOA. Government comments will be provided at Kick-Off Meeting
Transition-In Plan – Final	0001B	C.5.1.4	10 days after receipt of Government comments that are provided at Kick-Off Meeting
Project Management Plan – Draft	0001B	C.5.1.1	Due at Kick-Off Meeting
Project Management Plan – Final	0001B	C.5.1.3	10 days after receipt of Government comments, updated annually
FSD Support Status Screen	0001B	C.5.1.11	Within 30 calendar days of Task Order Award
IT Security Plan	x001B	F.5.2 GSA Information Technology (IT) Security Requirements	NLT 30 calendar days after TOA and annual verification or update.
IT Security Authorization	x001B	F.5.2 GSA Information Technology (IT) Security Requirements	6 months after TOA
Weekly Status Report	x001B	C.5.1.5	Weekly due at COB on Fridays
Monthly Status Report	x001B	C.5.1.6	Monthly, on the 10 th calendar day of the ensuing month
Technical Status Meetings	x001B and x002A	C.5.1.7	Twice each month. Program staff collect costs against x001B, technical staff collect costs against x002A
Trip Report(s)	x001B	C.5.1.8	Within 10 days following completion of each trip
Transition-Out Plan	0001B, 4001B	C.5.1.10	180 days after TOA, updated 90 days prior to expiration of the order
Transition Status Report	0002	C.5.2	Weekly, until transition-in has been completed

SECTION F – DELIVERABLES OR PERFORMANCE

MILESTONE/DELIVERABLE	CLIN	SOO/PWS/ SOW REFERENCE	PLANNED COMPLETION DATE
COOP Plan	x001B	C.5.7	90 Days ATO, updated annually or as otherwise needed to remain current.
FSD.gov Hosting	X002A	C.5.9	Within 10 calendar days of Task Order Award

F.5.1 PUBLIC-RELEASE OF CONTRACT DOCUMENTS REQUIREMENT

The contractor agrees to submit, within ten workdays from the date of the Contracting Officer's execution of the initial TO, or any modification to the TO (exclusive of Saturdays, Sundays, and Federal holidays), a portable document format (PDF) file of the fully executed document with all proposed necessary redactions, including redactions of any trade secrets or any commercial or financial information that it believes to be privileged or confidential business information, for the purpose of public disclosure at the sole discretion of GSA. The contractor agrees to provide a detailed written statement specifying the basis for each of its proposed redactions, including the applicable exemption under the Freedom of Information Act (FOIA), 5 U.S.C. § 552, and, in the case of FOIA Exemption 4, 5 U.S.C. § 552(b)(4), shall demonstrate why the information is considered to be a trade secret or commercial or financial information that is privileged or confidential. Information provided by the contractor in response to the contract requirement may itself be subject to disclosure under the FOIA. Submission of the proposed redactions constitutes concurrence of release under FOIA.

GSA will carefully consider all of the contractor's proposed redactions and associated grounds for nondisclosure prior to making a final determination as to what information in such executed documents may be properly withheld.

F.5.2 GSA INFORMATION TECHNOLOGY (IT) SECURITY REQUIREMENTS

The contractor shall deliver an IT Security Plan within 30 calendar days of award that describes the processes and procedures that will be followed to ensure appropriate security of IT resources that are developed, processed, or used under this order. The IT Security Plan shall comply with applicable Federal laws including, but are not limited to, 40 U.S.C. 11331, the FISMA of 2002, and the E-Government Act of 2002. The IT Security Plan shall meet IT security requirements in accordance with Federal and GSA policies and procedures, including GSAR clause 552.239-71. The contractor shall submit written proof of IT security authorization six months after award, and verify that the IT Security Plan remains valid annually.

F.5.3 DELIVERABLES MEDIA

The contractor shall deliver all electronic versions by email and removable electronic media, as well as placing in the GSA designated electronic repository. The following are the required electronic formats, whose versions must be compatible with the latest, commonly available version on the market. The contractor shall, upon request, use a prior version to ensure compatibility with the Government.

- Text MS Word

SECTION F – DELIVERABLES OR PERFORMANCE

- Spreadsheets MS Excel
- Briefings MS PowerPoint
- Drawings MS Visio
- Schedules MS Project

F.6 PLACE(S) OF DELIVERY

Unclassified deliverables and correspondence shall be delivered to the GSA Contracting Officer (CO) or Contracting Officer's Representative (COR) at the following address:

GSA FAS AAS FEDSIM
ATTN: Michael Donaldson COR
1800 F Street, NW (QF0B-3100)
Washington, DC 20006
Telephone: (703) 603- 2814
Email: michael.donaldson@gsa.gov

Copies of all deliverables shall also be delivered to the GSA TPOC at the following address:

Mr./Ms./Mrs. TBD
2100 Crystal Drive
Suite 1100
Arlington, VA 20406

F.7 NOTICE REGARDING LATE DELIVERY/PROBLEM NOTIFICATION REPORT (PNR)

The contractor shall notify the FEDSIM COR via a Problem Notification Report (PNR) (Section J, Attachment 7) as soon as it becomes apparent to the contractor that a scheduled delivery will be late. The contractor shall include in the PNR the rationale for late delivery, the expected date for the delivery, and the project impact of the late delivery. The FEDSIM COR will review the new schedule and provide guidance to the contractor. Such notification in no way limits any Government contractual rights or remedies including, but not limited to, termination.

SECTION G – CONTRACT ADMINISTRATION DATA

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract. Section G of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

G.3.5 CONTRACTING OFFICER'S REPRESENTATIVE

The CO will appoint a COR in writing for each TO through a COR Appointment Letter that will be provided to the contractor upon award (Section J, Attachment 1). The COR will receive, for the Government, all work called for by the TO and will represent the CO in the technical phases of the work. The COR will provide no supervisory or instructional assistance to contractor personnel.

The COR is not authorized to change any of the terms and conditions, scope, schedule, and price of the Contract or the TO. Changes in the scope of work will be made only by the CO by properly executed modifications to the Contract or the TO.

G.3.5.1 CONTRACT ADMINISTRATION

Contracting Officer:

Julia Whitmore-Sevin
GSA FAS AAS FEDSIM
1800 F Street, NW
Washington, DC 20006
Telephone: (703) 605-3650
Email: julia.whitmore-sevin@gsa.gov

Contracting Officer's Representative:

Michael Donaldson
GSA FAS AAS FEDSIM
1800 F Street, NW
Washington, DC 20006
Telephone: (703) 603-2814
Email: michael.donaldson@gsa.gov

Technical Point of Contact:

Provided after award.

G.9.6 INVOICE SUBMISSION

The contractor shall submit Requests for Payments in accordance with the format contained in General Services Administration Acquisition Manual (GSAM) 552.232-25, PROMPT PAYMENT (NOV 2009), to be considered proper for payment. In addition, the following data elements shall be included on each invoice.

Task Order Number: *(from GSA Form 300, Block 2)*
Paying Number: *(ACT/DAC NO.) (From GSA Form 300, Block 4)*
FEDSIM Project Number: 13034GSM
Project Title: Federal Service Desk

SECTION G – CONTRACT ADMINISTRATION DATA

The contractor shall certify with a signed and dated statement that the invoice is correct and proper for payment.

The contractor shall provide invoice backup data in accordance with the contract type, including detail such as labor categories, rates, and quantities of labor hours per labor category.

The contractor shall submit invoices as follows:

The contractor shall utilize FEDSIM's electronic Tracking and Ordering System (TOS) to submit invoices. The contractor shall submit invoices electronically by logging onto the following link (requires Internet Explorer to access the link):

<https://portal.fas.gsa.gov>

Select *Vendor Support*, log in using your assigned ID and password, then click on *Create Invoice*. The TOS Help Desk should be contacted for support at 877-472-4877 (toll free). By utilizing this method, no paper copy of the invoice shall be submitted to GSA FEDSIM or the GSA Finance Center. However, the FEDSIM COR may require the contractor to submit a written "hardcopy" invoice with the client's certification prior to invoice payment.

G.9.6.1 INVOICE REQUIREMENTS

The contractor shall submit simultaneous copies of the invoice to both the COR and the TPOC. Receipts are provided on an as requested basis.

As this Task Order includes CLINs with different contract types, each must be addressed separately in all invoice submissions.

The final invoice is desired to be submitted within three months, and no later than six months, from the completion of the project.

G.9.6.1.1 COST-PLUS-AWARD-FEE (CPAF) CLINs (for LABOR)

The contractor may invoice monthly on the basis of cost incurred for the CPAF CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. All hours and costs shall be reported by CLIN element (as shown in Section B), by contractor employee, and shall be provided for the current billing month and in total from project inception to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

- a. Employee name (current and past employees)
- b. Employee company labor category
- c. Employee Alliant labor category
- d. Monthly and total cumulative hours worked
- e. Site where the employee worked
- f. Corresponding TO ceiling rate for that site
- g. Cost incurred not billed
- h. Current approved forward pricing rate agreement in support of indirect costs billed

SECTION G – CONTRACT ADMINISTRATION DATA

All cost presentations provided by the contractor shall also include Overhead charges, and General and Administrative charges and shall also include the Overhead and General and Administrative rates being applied.

The Government will promptly make payment of any award fee upon the submission, by the contractor to the FEDSIM COR, of a public voucher or invoice in the amount of the total fee earned for the period evaluated. Payment may be made without issuing a TO modification if funds have been obligated for the award fee amount. The contractor shall attach the Award Fee Determining Official (AFDO)/CO determination letter to the public voucher and/or invoice.

G.9.6.1.2 FIRM-FIXED-PRICE (FFP) CLINs

The contractor may invoice as stated in Section B for the FFP CLINs. This includes monthly progress payments for the Task 1 CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. All costs shall be reported by CLIN element (as shown in Section B) and shall be provided for the current invoice and in total from project inception to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

G.9.6.1.3 OTHER DIRECT COSTS (ODCs)

The contractor may invoice monthly on the basis of cost incurred for the ODC CLIN. The invoice shall include the period of performance covered by the invoice and the CLIN number and title and Interagency Agreement (IA) number. In addition, the contractor shall provide the following detailed information for each invoice submitted, as applicable. Spreadsheet submissions are required.

- a. Tools and/or ODCs purchased
- b. Consent to Purchase number or identifier
- c. Date accepted by the Government
- d. Associated CLIN
- e. Project-to-date totals by CLIN
- f. Cost incurred not billed
- g. Remaining balance of the CLIN

All cost presentations provided by the contractor shall also include Overhead charges, General and Administrative charges, and Fee.

G.9.6.1.4 TRAVEL

5 CFR 330.604(e) states “*Local commuting area* means the geographic area that usually constitutes one area for employment purposes as determined by the agency. It includes any population center (or two or more neighboring ones) and the surrounding localities in which people live and can reasonably be expected to travel back and forth daily to their usual employment.” There is no longer a standard mileage used for long distance travel. The 50 mile rule has been removed from the FTR. Use over 50 miles to define long distance travel unless changed by the CO.

SECTION G – CONTRACT ADMINISTRATION DATA

The contractor may invoice monthly on the basis of cost incurred for cost of travel comparable with the Joint Travel Regulation (JTR)/Federal Travel Regulation (FTR). The invoice shall include the period of performance covered by the invoice, the CLIN number and title, and the IA number. Separate worksheets, in MS Excel format, shall be submitted for travel.

CLIN Total Travel: This invoice information shall identify all cumulative travel costs billed by CLIN. The current invoice period's travel details shall include separate columns and totals and include the following:

- a. Travel Authorization Request number or identifier, approver name, and approval date
- b. Current invoice period
- c. Names of persons traveling
- d. Number of travel days
- e. Dates of travel
- f. Number of days per diem charged
- g. Per diem rate used
- h. Total per diem charged
- i. Transportation costs
- j. Total charges
- k. Explanation of variances exceeding 10% of the approved versus actual costs
- l. Indirect Handling Rate

All cost presentations provided by the contractor shall also include Overhead charges and General and Administrative charges.

The contractor shall not bill commuting expenses to the Government. The Government will only reimburse the contractor for approved travel to a duty station other than the assigned duty station of contractor staff.

SECTION H – SPECIAL CONTRACT REQUIREMENTS

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract. Section H of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

H.2 KEY PERSONNEL

The following are the minimum personnel who shall be designated as "Key." The Government does not intend to dictate the composition of the ideal team to perform this TO. Therefore, the Government encourages and will evaluate additional Key Personnel as proposed by the offeror.

- a. Program Manager (PM)
- b. Service Desk Manager

The Government desires that Key Personnel be assigned for the duration of the TO.

H.2.3 PROGRAM MANAGER (PM)

It is desirable or required as indicated below, that the PM has the following qualifications:

- a. Required: Located in the Washington Metropolitan area, and will report to Government site as requested, at a minimum
- b. Required: 8-10 years experience as the Project Manager or a service desk manager on information technology contracts that include a service desk
- c. Desired: Experience in communicating with Government personnel, including agency executives
- d. Desired: 3 years experience managing a contract which included a service desk similar in size, scope and complexity to this Task Order
- e. Desired: Familiarity with the Federal Procurement process
- f. Desired: Familiarity with the administration of Cost type contracts
- g. Desired: Completion of the ITIL v3.x Foundation Qualification
- h. Desired: Project Management Institute PMP, or PgMP Certification

H.2.4 SERVICE DESK MANAGER

It is desirable or required as indicated below, that the PM has the following qualifications:

- a. Required: Located at the contractor's center of service desk operations for this Task Order
- b. Required: 5-10 years experience with information technology contracts that include a service desk
- c. Desired: Experience in communicating with Government personnel, including agency executives
- d. Desired: 3 years experience managing a service desk teams supporting the requirement similar in size, scope and complexity to this Task Order
- e. Desired: Familiarity with the Federal Procurement process
- f. Desired: Familiarity with the administration of Cost type contracts
- g. Desired: Completion of the ITIL v3.x Foundation Qualification
- h. Desired: Project Management Institute PMP, or PgMP Certification

SECTION H – SPECIAL CONTRACT REQUIREMENTS

H.2.5 KEY PERSONNEL SUBSTITUTION

The contractor shall not replace any personnel designated as Key Personnel without the written concurrence of the CO. Prior to utilizing other than personnel specified in proposals in response to a TOR, the contractor shall notify the Government CO and the COR of the existing TO. This notification shall be no later than ten calendar days in advance of any proposed substitution and shall include justification (including resume(s) and labor category of proposed substitution(s)) in sufficient detail to permit evaluation of the impact on TO performance.

The substitute personnel qualifications shall be equal to, or greater than, those of the personnel being substituted. If the Government CO and the COR determine that the proposed substitute personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the TO, the contractor may be subject to default action as prescribed by FAR 52.249-6, Termination (Cost Reimbursement) and/or FAR 52.249-8, Default (Fixed-Price Supply and Service).

H.5 GOVERNMENT-FURNISHED PROPERTY (GFP)

See the GFP information and details in Section J, Attachment 13.

H.6 SECURITY REQUIREMENTS

The contractor shall provide personnel who already have a current Minimum Background Investigation (MBI), Limited Background Investigation (LBI) or a current United States National Security Clearance at no cost to the Government. No access will be given to Government computer information systems and Government sensitive information before the background investigation is completed.

H.6.1 NEW CONTRACTOR PERSONNEL

For employees working at a Government site, the contractor shall notify FAS CIO Personnel and Security Administration when new employees have been approved to work on the contract. Before arriving at CIO, each Contractor employee must have submitted necessary clearance paperwork to Security. Contractor employees without clearances will be provided visitor badges.

H.6.2 DEPARTING CONTRACTOR PERSONNEL

For employees working at a Government site, the contractor shall notify CIO Personnel and Security Administration when Contractor personnel will no longer be working on the contract. The Contractor must then turn in all badges, Government furnished equipment and deliverables, and provide an updated list of GFE.

H.6.3 HSPD-12 SECURITY OPERATING PROCEDURES

The contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive - 12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

SECTION H – SPECIAL CONTRACT REQUIREMENTS

The contractor shall insert this clause in all subcontracts when the subcontractor is required to have physical access to a federally controlled facility or access to a Federal information system.

For employees working at a Government site, all individuals assigned to the task order must undergo a National Agency Check with Inquiries and Credit (NACIC) and follow GSA's Homeland Security Presidential Directive/HSPD-12 Policy Guidelines. No access shall be given to government computer information systems and government sensitive information without a background investigation.

H.6.4 PROCESSING OF BACKGROUND INVESTIGATION PACKAGES FOR CONTRACTORS ON A GOVERNMENT SITE

Step One: Submit the following items to GSA/FAS/QA, Attn: Sandra Bowman/Robert Stanley, 2200 Crystal Drive, Suite 506, Arlington, VA 22202.

- Contractor Worksheet (Complete sections I, II, III and V. Do not complete other sections). The contract employee's e-mail address must be accurate.
- FD 258, Fingerprint Cards (2)

Step Two: This office will review and forward the security package to DHS/FPS for further processing.

Step Three: DHS/FPS will initiate the subject in e-QIP and contact the contract employee via e-mail with instructions to complete the security questionnaire (SF 85P) in the Office of Personnel Management (OPM) automated Electronic Questionnaire for Investigation Processing (e-QIP). The contract employee will have 3 work days to log onto the OPM portal to complete the process. The contract employee should be instructed to save all work in case they have to exit and return prior to completing the questionnaire. The contractor security office should follow-up with the employee to ensure the eQIP form is returned to FPS in a timely manner.

Step Four: Extensions: Email DHS/FPS with the reason and how many additional days are needed. Include this office as an information addressee.

Step Five: When the subject completes the e-QIP form, he/she should remember to print out all signature pages (CER, REL, MEL) prior to electronically releasing the e-QIP form to DHS/FPS.

- Certification Page (CER): Certification that the application is complete.
- General Release (REL): Authorization for Release of Information.
- Authorization for Release of Medical (MEL) Information: If required.

Step Six: Release the security questionnaire electronically to DHS/FPS. The subject should send the signed signature pages to FPS HQ, CSA Section, 1900 Half Street, SW., Fifth Floor, Washington DC 20536.

SECTION H – SPECIAL CONTRACT REQUIREMENTS

H.6.5 PHYSICAL SECURITY

The contractor shall be responsible for properly protecting all information used, gathered, or developed as a result of this Task Order. The contractor shall implement procedures to ensure that appropriate administrative, technical, and physical safeguards are established to ensure the security and confidentiality of sensitive government information, data, and/or equipment. The contractor's procedures shall be consistent with Government and GSA policies, including GSA Order 2100.3A, Information Technology Security Policy (or most current version), OMB Memorandums & Circulars, FISMA, the Computer Security Act of 1987, and the Privacy Act. In addition, during all activities and operations on Government premises the Contractor shall comply with the policies, rules, procedures and regulations governing the conduct of personnel or protection of Government facilities and data as expressed by GSA, written or oral.

H.6.6 PROTECTION OF INFORMATION

The contractor shall be responsible for properly protecting all information used, gathered, or developed as a result of work under this Task Order. The contractor shall also protect all Government data, equipment, etc. by treating the information as sensitive. All information about the systems gathered or created under this task order should be considered as SBU information. It is anticipated that this information will be gathered, created and stored within the primary work location. If Contractor personnel must remove any information from the primary work area they shall protect it to the same extent they would their proprietary data and/or company trade secrets. The use of any information that is subject to the Privacy Act will be utilized in full accordance with all rules of conduct as applicable to Privacy Act Information.

H.6.7 SECURITY CONSIDERATIONS

The service request management system shall comply with NIST 800-53, and must be accredited in order to become operational. The Government may request an Interim Authority to Operate based on evidence of a current existing Authority to Operate for the same system issued by another Federal Department of Agency.

Additionally, if the contractor uses a cloud-based service request management system, the system must comply with and be certified as FedRAMP compliant. Complete information can be found at www.fedramp.gov. Included in Section J Attachment 9 are the standard contract clauses which will be incorporated at award, if such a system is proposed or provided post-award.

H.9 ORGANIZATIONAL CONFLICT OF INTEREST AND NON-DISCLOSURE REQUIREMENTS

H.9.1 ORGANIZATIONAL CONFLICT OF INTEREST

If the contractor has or is currently providing support or anticipates providing support to GSA that creates or represents an actual or potential organizational conflict of interest (OCI), the contractor shall immediately disclose this actual or potential OCI in accordance with FAR Subpart 9.5. The contractor is also required to complete and sign an Organizational Conflict of Interest Statement in which the contractor (and any subcontractors, consultants, or teaming

SECTION H – SPECIAL CONTRACT REQUIREMENTS

partners) agrees to disclose information concerning the actual or potential conflict with any proposal for any solicitation relating to any work in the TO. All actual or potential OCI situations shall be identified and addressed in accordance with FAR Subpart 9.5.

H.14 SECTION 508 COMPLIANCE REQUIREMENTS

Unless the Government invokes an exemption, all Electronic and Information Technology (EIT) products and services proposed shall fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, 29 United States Code (U.S.C.) 794d, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 Code of Federal Regulations (CFR) 1194. The contractor shall identify all EIT products and services proposed, identify the technical standards applicable to all products and services proposed and state the degree of compliance with the applicable standards. Additionally, the contractor must clearly indicate where the information pertaining to Section 508 compliance can be found (e.g., Vendor's or other exact web page location). The contractor must ensure that the list is easily accessible by typical users beginning at time of award.

H.16 COST ACCOUNTING SYSTEM

The adequacy of the contractor's accounting system and its associated internal control system, as well as contractor compliance with the Cost Accounting Standards (CAS), affect the quality and validity of the contractor data upon which the Government must rely for its management oversight of the contractor and contract performance. The contractor's cost accounting system shall be adequate during the entire period of performance and shall permit timely development of all necessary cost data in the form required by the contract.

H.18 PURCHASING SYSTEMS

The objective of a contractor purchasing system assessment is to evaluate the efficiency and effectiveness with which the contractor spends Government funds and complies with Government policy with subcontracting.

Prior to the award of a TO the CO shall verify the validity of the contractor's purchasing system. Thereafter, the contractor is required to certify to the CO no later than 30 calendar days prior to the exercise of any options the validity of their purchasing system. Additionally, if reviews are conducted of the purchasing system after the exercise of the option, the contractor shall provide the results of the review to the CO within 10 workdays from the date the results are known to the contractor.

H.23 TRAVEL

H.23.1 TRAVEL REGULATIONS

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

- a. Federal Travel Regulations (FTR) - prescribed by the GSA, for travel in the contiguous U.S.

SECTION H – SPECIAL CONTRACT REQUIREMENTS

H.23.2 TRAVEL AUTHORIZATION REQUESTS

Before undertaking travel to any Government site or any other site in performance of this Contract, the contractor shall have this travel approved by, and coordinated with, the FEDSIM COR. Notification shall include, at a minimum, the number of persons in the party, traveler name, destination, duration of stay, purpose, and estimated cost. Prior to any long distance travel, the contractor shall prepare a Travel Authorization Request for Government review and approval. Long distance travel will be reimbursed for cost of travel comparable with the Federal Travel Regulations (FTR)

Requests for travel approval shall:

- a. Be prepared in a legible manner.
- b. Include a description of the travel proposed including a statement as to purpose.
- c. Be summarized by traveler.
- d. Identify the TO number.
- e. Identify the CLIN and Interagency Agreement account associated with the travel.
- f. Be submitted in advance of the travel with sufficient time to permit review and approval.

The contractor shall use only the minimum number of travelers and rental cars needed to accomplish the task(s). Travel shall be scheduled during normal duty hours whenever possible.

H.24 ODCs

The Government may require the contractor to purchase hardware, software, and related supplies critical and related to the services being acquired under the TO. Such requirements will be identified at the time a TOR is issued or may be identified during the course of a TO by the Government or the contractor. If the contractor initiates a purchase within the scope of this TO and the prime contractor has an approved purchasing system, the contractor shall submit to the FEDSIM COR a Request to Initiate Purchase (RIP). If the prime contractor does not have an approved purchasing system, the contractor shall submit to the CO a Consent to Purchase (CTP). The RIP and CTP shall include the purpose, specific items, estimated cost, cost comparison, and rationale. The contractor shall not make any purchases without an approved RIP from the COR or an approved CTP from the CO.

H.25 ANCILLARY PRODUCTS AND SERVICES

The Contractor may be required to purchase hardware, software, and related supplies critical and related to the services being acquired under the TO. Such requirements will be identified after award. If the contractor initiates a purchase within the scope of this TO and the prime contractor has an approved purchasing system, the contractor shall submit to the FEDSIM COR a Request to Initiate Purchase (RIP). The RIP shall include the purpose, specific items, estimated cost, cost comparison, and rationale. The contractor shall not make any purchases without an approved RIP from the COR without complying with the requirements of **Section H.26**, Commercial Software Agreements.

H.26 COMMERCIAL SOFTWARE AGREEMENTS

SECTION H – SPECIAL CONTRACT REQUIREMENTS

H.26.1 The Government understands that commercial software tools that may be purchased in furtherance of this TO as described in **Section H.25** and as contemplated in the Ancillary Products and Services CLINs in **Section B.7** may be subject to commercial agreements which may take a variety of forms, including without limitation licensing agreements, terms of service, maintenance agreements, and the like, whether existing in hard copy or in an electronic or online format such as "clickwrap" or "browsewrap" (collectively, "software agreements"). The parties acknowledge that the FAR clause at 12.212(a) requires the Government to procure such tools and their associated documentation under such Software Agreements to the extent such Software Agreements are consistent with Federal law.

H.26.2 In order to ensure that the software agreements are consistent with Federal law, the contractor shall not make any purchase contemplated in **Section H.25** above without first securing the consent of the licensor of such software tools to amend the software agreements in accordance with the Amendment clause set forth in **Section H.26.4** below. The contractor shall submit documentary evidence of such consent before any final RIP/CTP approval, as identified in **H.25** above, will be provided by the Government.

H.26.3 The requirements of this **Section H.26** apply only to those commercial software tools newly purchased under this TO; they do not apply to software furnished as GFI/GFE (if any). Further, they apply only to those software agreements that define the Government as the licensee or are intended to be transferred or assigned to the Government, with the Government becoming the licensee, at the end of this TO.

H.26.4 As used in the Amendment clause, the term "this Agreement" refers to each Software Agreement. The relevant definitions and the capitalization of terms (e.g., licensee, licensor, software agreement) may be adjusted as necessary to match the nomenclature of the Software Agreement.

Amendment

For Federal Government Licensees, this Agreement is hereby amended as follows:

- a. Dispute resolution and governing law: Any arbitration, mediation, or similar dispute resolution provision in this Agreement is hereby deleted. This Agreement shall be governed by and interpreted and enforced in accordance with the laws of the United States of America, and dispute resolution shall take place in a forum, and within the time period, prescribed by applicable federal law. To the extent permitted by federal law and then only to the extent not pre-empted by federal law, the laws of the state specified in this Agreement (excluding its choice of law rules) will apply. No equitable or injunctive relief, and no shifting of legal fees or costs, may be sought against the Federal Government Licensee except as, and then only to the extent, specifically authorized by applicable federal statute.
- b. Indemnification: Any provisions in this Agreement requiring any Federal Government Licensee to indemnify any party are hereby deleted and shall not apply. Any provisions requiring the licensor to indemnify the Federal Government Licensee shall be revised to state

SECTION H – SPECIAL CONTRACT REQUIREMENTS

that such indemnification, and the conduct and/or settlement of any applicable proceedings, shall be subject to 28 USC 516.

- c. Changes in templates: This Agreement shall apply in the version attached hereto. Subsequent updates to or changes in the licensor's standard commercial templates for such agreements shall not be binding on the Federal Government Licensee, except by prior express written agreement of both parties.
- d. Fees, taxes and payment: If the Software is licensed as part of a separate Government contract between the Federal Government Licensee and a prime contractor, the provisions of such contract regarding fees, taxes and payment shall supersede any provisions of this Agreement regarding same. Notwithstanding the foregoing: (a) express written agreement of the Federal Government Licensee shall be required prior to (i) any extension or renewal of this Agreement or the associated fees or (ii) any change in the fees; (b) late payments shall be governed by the Prompt Payment Act and the regulations at 5 CFR 1315; and (c) no cost of collection on delinquent invoices may be sought against the Federal Government Licensee except as, and then only to the extent, specifically authorized by applicable federal statute.
- e. Assignment: Licensor may not assign this Agreement or its rights or obligations there under, in whole or in part, except in accordance with the procedures set forth in FAR subparts 32.8 and/or 42.12, as applicable.
- f. No waiver of liability or cause of action: Any provision requiring the Federal Government Licensee to agree to waive or otherwise not to pursue any claim against the licensor it may otherwise have is hereby deleted. Without limiting the generality of the foregoing, the parties agree that nothing in this Agreement, including but not limited to the limitation of liability clauses, in any way grants the licensor a waiver from, release of, or limitation of liability pertaining to, any past, current or future violation of federal law and that no clause restricting users' statements shall be read to restrict the Federal Government Licensee's ability to pursue any course of action otherwise permitted by federal law, regulation, or policy, including without limitation making public statements in connection with any suspension or debarment action.
- g. Audit: Any clauses in this Agreement allowing for an audit of the Federal Government Licensee's records or information systems, or verification of its compliance with this Agreement generally, shall be subject to the Federal Government Licensee's requirements pertaining to security matters, including without limitation clearances to be held and non-disclosure agreements to be executed by auditors, badging or escorting requirements for access to premises, and other applicable requirements. Any over-use identified in an audit shall be referred to the prime contractor or the Federal Government Licensee's contracting officer (as applicable) for action. No audit costs may be sought against the Federal Government Licensee except as, and then only to the extent, specifically authorized by applicable federal statute.
- h. Compliance with laws: The parties acknowledge that the United States, as a sovereign, is subject to the laws of the United States. Nothing in this Agreement shall be interpreted to

SECTION H – SPECIAL CONTRACT REQUIREMENTS

imply consent by any Federal Government Licensee to submit to the adjudicative or enforcement power of any regulatory, administrative, or judicial authority of, or the application of the laws of, another jurisdiction. Any provision inconsistent with applicable federal law that is not listed above is hereby deemed omitted from this Agreement to the extent of such inconsistency.

- i. Third party terms: Any third party licensing terms associated with third-party software components or products embedded in or otherwise provided with the software shall be deemed amended in accordance with **Sections a-h** above.

H.27 AWARD FEE

See the Award Fee Determination Plan in Section J Attachment 2.

H.27.1 ESTABLISHMENT AND DETERMINATION OF AWARD FEE

The award fee dollar pool will be established on execution of the TO. The Government reserves the right to adjust these amounts to reflect any change in the Estimated Cost for each period. The amount of Award Fee is established at award and cannot exceed ____% award fee over the CPAF CLINs over life of the order. (**Note:** award fee percentage added at award)

The Government AFDO will, at the conclusion of each specified evaluation period, consider the recommendation of the Award Fee Evaluation Board (AFEB), and evaluate the contractor's performance for a determination of award fee earned. The determination of the award fee amount and the methodology for determining the award fee are unilateral decisions made solely at the discretion of the Government.

The evaluation of contractor performance will be in accordance with the Award Fee Determination Plan (AFDP) current at that time. The Government will promptly advise the contractor in writing of the determination of what award fee was earned, and areas where performance can improve in future periods. The contractor may submit a self-evaluation of performance for each period under consideration. While it is recognized that the basis for the determination of the fee will be the evaluation by the Government, any self-evaluation which is received within ten workdays after the end of the period being evaluated may be given consideration as deemed appropriate by the Award Fee Evaluation Board (AFEB). Any cost associated with the development and presentation of a self-evaluation will not be allowed as a direct cost to this TO.

H.27.2 AWARD FEE DETERMINATION PLAN (AFDP)

An AFDP will be established by the Government based on the objectives and concerns provided in the TO request and the contractor-provided solutions. The AFDP will include the criteria used to evaluate each area and the percentage of award fee available for each area. The initial plan will be finalized NLT 15 workdays after award date. A separate Quality Assurance Surveillance Plan (QASP) will not be provided for this order as the AFDP will serve the purpose of the QASP.

The AFDP may be revised unilaterally by the Government at any time during the period of performance. The Government will make every attempt to provide changes to the contractor 15 days prior to the start of the evaluation period to which the change will apply. The AFDP may

SECTION H – SPECIAL CONTRACT REQUIREMENTS

be revised within the period of performance of any evaluation period, with input from the contractor.

The contractor may suggest changes to the award fee plan to the COR. The Government may, at its option, unilaterally revise the plan to include metrics gathered from the re-evaluation to be applied in future award fee periods.

H.27.4 DISTRIBUTION OF AWARD FEE

The Award Fee will be distributed in accordance with the AFDO determination and the AFDP, found in Section J, Attachment 2.

If the Government initiates any action that impacts the contractual scope of work and/or schedule pursuant to the “changes” clause or other pertinent provisions of the TO, the maximum award fee available for payment for any evaluation periods impacted will be modified as negotiated between the parties.

H.28 INTELLECTUAL PROPERTY RIGHTS

The existence of any patent, patent application or other intellectual property right that encumbers any deliverable must be disclosed in writing on the cover letter that accompanies the delivery. If no such disclosures are provided, rights in data provisions in FAR 52.227-14 apply. Section D.2 contains additional information on the marking of deliverables.

In addition, the following data has been identified as Government property:

- Call Scripts – Supporting all IAE applications
- Frequently Asked Questions (FAQs) – Supporting all IAE applications
- The content of the Federal Service Desk Portal
- Help desk performance information, including the information included in Attachment 30

SECTION I – CONTRACT CLAUSES

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract. Section I of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

I.2 FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This TO incorporates one or more clauses by reference with the same force and effect as if they were given in full text. Upon request the CO will make their full text available. Also, the full text of a provision may be accessed electronically at:

FAR website: <https://www.acquisition.gov/far/>

Clause No	Clause Title	Date
52.204.10	Reporting Executive Compensation and First Tier Subcontract Awards	(Jul 2010)
52.215-21	Requirements for Cost or Pricing Data or Information Other than Cost or Pricing Data – Modifications	(Oct 2010)
52.216-8	Fixed Fee	(Jun 2011)
52.217-8	Option to Extend Services Fill-In Date: 30 days	(Nov 1999)
52.217-9	Option to Extend the Term of the Contract Fill-In Date: (a) 30 days Fill-In Date: (b) 60 days Fill-In Date: (c) 5 years and 6 months	(Mar 2000)
52.219-8	Utilization of Small Business Concerns	(Jan 2011)
52.219-9	Small Business Subcontracting Plan	(Jan 2011)
52.223-15	Energy Efficiency in Energy Consuming Products	(Dec 2007)
52.223-16	IEEE 1680 Standard for the Environmental Assessment of Personal Computer Products	(Dec 2007)
52.227-14	Rights In Data – General Alternate III	(Dec 2007)
52.227-15	Representation of Limited Rights Data and Restricted Computer Software	(Dec 2007)
52.232-18	Availability of Funds	(Apr 1984)
52.232-20	Limitation of Cost	(Apr 1984)
52.232-22	Limitation of Funds	(Apr 1984)
52.244-6	Subcontracts for Commercial Items	(Dec 2010)
52.251-1	Government Supply Sources	(Aug 2010)

I.3 GENERAL SERVICES ADMINISTRATION ACQUISITION MANUAL (GSAM), INCORPORATED BY REFERENCE

The full text of a provision may be accessed electronically at:

GSAM website: <https://www.acquisition.gov/gsam/gsam.html>

SECTION I – CONTRACT CLAUSES

Clause No	Clause Title	Date
552.232.25	Prompt Payment	(Nov 2009)
552.239-71	Security Requirements for Unclassified Information Technology Resources	(Jan 2012)

SECTION J – LIST OF ATTACHMENTS

J.1 LIST OF ATTACHMENTS

Attachment	Title
1	COR Appointment Letter
2	Award Fee Determination Plan
3	ITIL Definitions
4	Other Technical Definitions
5	Proposed Service Level Agreement Proposal Template
6	Deliverable Acceptance-Rejection Report
7	Problem Notification Report
8	Acronym List
9	FedRAMP Clauses
10	Question and Answer Template
11	Corporate Experience Template
12	Project Staffing Plan Template (To be removed at TOA)
13	Government-Furnished Property List
14	Key Personnel Qualification Matrix (To be removed at TOA)
15	Consent to Purchase Template (electronically attached .xls)
16	Travel Authorization Template (electronically attached .xls)
17	FSD Service Desk Request History
18	Cost Buildup Template
19	FSD Help Desk Metrics
20	FSD Portal Analytics
21	FSD Service Request Issues

SECTION K – REPRESENTATIONS, CERTIFICATIONS, AND OTHER STATEMENTS OF
OFFERORS OR RESPONDENTS

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SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

L.1 52.252-1 SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998)

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the CO will make the full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation of offer. The solicitation provisions and/or contract clauses are available in either HTML or PDF format at:

<https://www.acquisition.gov/far>

Clause No	Clause Title	Date
52.215-1	Instructions to Offerors-Competitive Acquisition	(JAN 2004)
52.215-20	Requirements for Cost or Pricing Data or Information Other Than Cost or Pricing Data – Alternate IV	(OCT 2010)
52.232-38	Submission of Electronic Funds Transfer Information with Offer	(MAY 1999)

L.2 GENERAL INSTRUCTIONS

- a. Offerors shall furnish the information required by this solicitation. A Standard Form (SF) 33, "Solicitation, Offer, and Award," completed and signed by the offeror, Block 17, constitutes the offeror's acceptance of the terms and conditions of the proposed TO. Therefore, the SF 33 must be executed by a representative of the offeror authorized to commit the offeror to contractual obligations.
- b. Offerors are expected to examine this entire solicitation document including the Contract. Failure to do so will be at the offeror's own risk.
- c. The Government may make award based on initial offers received, without discussion of such offers. Proposals shall set forth full, accurate, and complete information as required by this solicitation package (including Attachments). The penalty for making false statements in proposals is prescribed in 18 U.S.C. 1001.
- d. Offerors submitting restrictive data will mark it as follows in accordance with the FAR 52.215-1, Instructions to Offerors-Competitive Acquisition which is incorporated by reference. Clause 52.215-1 states: "Offerors who include in their proposals data they do not want disclosed to the public for any purpose or used by the Government except for evaluation purposes, shall –

Mark the title page with the following legend:

"This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used or disclosed--in whole or in part--for any purpose other than to evaluate this proposal or quotation. If, however, a Task Order is awarded to this offeror as a result of--or in connection with--the submission of this data, and the Government incorporates the proposal as part of the award, the Government shall have the right to duplicate, use, or disclose the data. Also, this restriction does not limit the Government's right to use information contained in this data if it is obtained

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from another source without restriction. The data subject to the restriction is contained in sheets (insert numbers or other identification of sheets)"; and

Mark each sheet of data it wishes to restrict with the following legend:

"Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal or quotation."

- e. The Government assumes no liability for disclosure or use of unmarked data and may use or disclose the data for any purpose. Unless restricted, information submitted in response to this request may become subject to disclosure to the public pursuant to the provisions of the Freedom of Information Act (5 U.S.C. 551).
- f. The authorized negotiator or the signatory of the SF-33 will be notified of the date and time of the oral technical proposal presentation. Offerors shall provide the name of the individual, the position title, telephone number, fax number, and electronic mail address of that individual.
- g. This procurement is conducted under the procedures of FAR Subpart 16.5. The policies and procedures of FAR Subpart 15.3 do not apply.

L.3 SUBMISSION OF QUESTIONS

Offerors shall use the template provided in section J, Attachment 10 to submit questions. Offerors are requested to submit their questions grouped by solicitation Section and make reference to the particular Section/Subsection number. Questions must be received before the date specified for receipt of questions. **Questions or requests for extension submitted after the cut-off date will not be considered.**

Any information given to a prospective offeror concerning this solicitation will be furnished promptly to other prospective offerors as an amendment to the solicitation.

L.4 AVAILABILITY OF EQUIPMENT AND SOFTWARE

All commercial hardware and software proposed in response to this solicitation document shall have been formally announced for general release on or before the closing date of the solicitation. Failure to have equipment or software announced prior to submission of proposal may render the offeror's proposal unacceptable.

L.5 GENERAL INFORMATION

The total estimated value of this Task Order is identified below as follows. In addition to the identified tasks, the values for Contract Access Fees, Travel, ODCs, and Tools, as provided in Section B.7 are not to be adjusted or otherwise changed.

Task	Low Estimate	High Estimate
1,2,8 (Price)	\$ 7,666,923	\$ 9,370,683
3 (Hours)	10,890	13,310
4 (Hours)	1,097,280	1,341,120
5 (Hours)	129,600	158,400
6 (Hours)	43,200	52,800
7 (Hours)	1,215	1,485

L.5.1 CONTRACTOR SUPPORT DURING COST/PRICE EVALUATION

The Government expects to have contractor support during the cost/price evaluation from E3 Federal. The offeror may sign a non-disclosure agreement with E3 Federal that addresses the written and oral technical proposals (see GSAM 503.104-4). If a non-disclosure agreement is signed, the non-disclosure agreement shall be submitted with the Cost/Price Proposal, Part IA.

E3 Federal Point of Contact:

Will Fortier

(b) (6)

L.6 SUBMISSION OF OFFERS

Each offer shall be provided to the Government in three Parts. Part I has two sections; Part IA, and Part IB. Unless otherwise specified, any references to Part I is defined as Part IA and Part IB.

The offeror shall submit each delivery on the due dates indicated on the Cover Letter. Part IA is due 15 calendar days from TOR release and is specified in the cover letter. Part IB, Part II, and Part III will be due 30 calendar days from TOR release which is specified in the cover letter.

L.6.1 PROPOSAL PART IA

Part I contains both preliminary Cost/Price proposal information as well as limited technical proposal information, confirmation of a proposal, and request to schedule Oral presentations. This volume shall contain:

- a. Organizational Conflict of Interest Statement (TAB F)
- b. Contract Registration (TAB G)
- c. Current Forward Pricing Agreements (TAB H)
- d. Management Systems (TAB I)
- e. Cost Accounting Standards (CAS) Disclosure Statement (D/S) (TAB J)
- f. A request to schedule the offeror's oral proposal (TAB K)
- g. A commitment to submit the remaining Proposal Parts in accordance with the cover letter (TAB L)

L.6.2 PROPOSAL PART IB

Part IB is the written Cost/Price proposal and shall contain the following:

- a. Solicitation, Offer and Award (SF33) (TAB A)
- b. Section B – Supplies or Services and Prices/Costs (TAB B)
- c. Cost/Price Supporting Documentation (TAB C)
- d. Subcontractor Supporting Documentation (TAB D)
- e. Cost/Pricing Assumptions (TAB E)
- f. E3 Non-Disclosure Agreement (TAB M)

L.6.3 PROPOSAL PART II

Part II is the written Technical Proposal and shall contain the following:

- a. Project Staffing Plan Table
- b. Key Personnel Qualification Matrix, including Letters of Commitment
- c. Draft Transition-In Plan
- d. Draft Project Management Plan
- e. Draft Proposed Service Status Screen
- f. Proposed Service Levels
- g. When proposing Commercial Software, the offeror shall include a statement in its proposal confirming that all applicable License Agreements will comply with the requirement of Section H.25 (actual License Agreements need not be submitted prior to award). (THIS REQUIREMENT WILL BE EVALUATED ON A PASS/FAIL BASIS.)
- h. An Affirmative Compliance Statement Stating that “All Products and Services Delivered under this Task Order are compliant with Section 508 Standards of the Americans with Disabilities Act”. (THIS REQUIREMENT WILL BE EVALUATED ON AN A PASS/FAIL BASIS.)
- i. Corporate Experiences for Three contracts for Programs Similar in Size, Scope and Complexity, Performed by the Offeror as the Prime Contractor in the Last 5 Years.
- j. All technical or management assumptions and any technical or management, but not cost/price, basis of estimate used in developing all volumes of the offeror’s proposal.

L.6.4 PROPOSAL PART III

Part III is the oral technical proposal presentation and shall contain the following:

- a. Management Approach
- b. Technical Approach
- c. Key Personnel
- d. Corporate Experience

The CO will schedule the oral technical proposal presentation after all Part IA proposals are received. The Oral Presentation slides, which shall be separately bound, are due with Part IB and Part II of the written proposal. If the slides are not submitted by the proposal due date specified in the Cover Letter, they will not be evaluated. The oral technical proposal presentation shall contain the information shown in paragraph L.10.

L.7 SUBMISSION OF THE WRITTEN COST/PRICE PROPOSAL (PARTS IA and IB)

SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

Each offeror shall submit all information listed in section L.6.1 and L.6.2. Audits may be performed by Defense Contract Audit Agency (DCAA) on the offeror and all subcontracts. Cost/Price Proposals shall meet the DCAA audit submittal requirements. Cost proposals will be evaluated (but not scored) based on a Cost Realism Analysis. Offerors shall fully support all proposed costs. An offeror's proposal is presumed to represent the offeror's best efforts in response to the solicitation. Any inconsistency, whether real or apparent, between promised performance, and cost or price, shall be explained in the proposal.

Offerors shall provide adequate information, which will allow the Government to perform a Cost Realism analysis. Pursuant to FAR 2.101, Cost Realism is defined as:

“...the process of independently reviewing and evaluating specific elements of each offeror's proposed cost estimate to determine whether the estimated proposed cost elements are realistic for the work to be performed; reflect a clear understanding of the requirements; and are consistent with the unique methods of performance and materials described in the offeror's technical proposal.”

Written Cost/Price Proposals shall be submitted as an original, 4 paper copies, and an electronic copy in accordance with section L.6. The offeror shall submit all proposed costs using the MS Excel spreadsheet provided at Section J, Attachment 18 Cost Buildup Template. The offeror shall ensure that the cells are unlocked and include all formulas. The offeror shall describe their approach to burdening any direct labor rates to include application of indirect cost rates and award fee. The offeror shall include adequate information, which will allow the Government to perform the required *Cost Realism* review. This review may include the following types of analyses:

- a. Indirect Rate Review: The offeror shall break out all proposed indirect rates (unburdened), by contract line item, and by each fiscal year. The offeror shall clearly identify the cost base in which all indirect rates are applied. If the offeror has an approved Forward Pricing Rate Agreement (FPRA), adequate proof of this approval shall be provided. Additionally, the offeror's cognizant DCAA auditor's name and phone number shall be included in the cost proposal. Historical indirect rates (unburdened) shall be provided (Overhead, Fringe, General and Administrative, etc.) for the last five years inclusive of appropriate explanations for any major increases and decreases in the rates between years.
- b. Direct Labor Rate Review: The offeror shall include the base labor rate (unburdened) for all proposed labor categories and all projected rates for all out years. The Key Personnel labor rates shall be supported by evidence of actual rates currently being paid for non-Key Personnel (e.g., actual labor rates for like positions). Additionally, the offeror shall include any information that may be available to support the reasonableness of all direct labor rates proposed. The offeror shall identify all direct labor escalation factors. Offerors shall include a cross-walk of its labor categories, basis of cost element, weightings, and explanations to those in the solicitation (e.g., used category average rates of xxx and yyy categories dated xx February 2011 with 40% and 60% weightings respectively). If GSA Schedule labor rates are utilized, provide the cross-walk and copy of GSA Schedule contract.
- c. Award Fee Review: The offeror shall break out all proposed award fees and clearly delineate the cost base in which the fee percentages are applied.

SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

- d. Comparison of Total Proposed Cost to the Government Independent Cost Estimate (IGCE): The Government will use the IGCE as an informational tool by comparing this estimate to the offeror's total proposed cost.

All prime offerors are responsible for ensuring that all subcontracts include the same type of cost detail as required above.

Pursuant to Section L.6 (Submission of Offers Section), offerors shall not include any cost data in the technical, or management proposals.

L.7.1 COST/PRICE PROPOSAL TABS

The proposal shall contain the following tabs:

- a. Solicitation, Offer and Award (SF 33) (Tab A). When completed and signed by the offeror constitutes the offeror's acceptance of the terms and conditions of the proposed Task Order. Therefore, the form must be executed by representatives of the offeror authorized to commit the offeror to contractual obligations. Offerors shall sign the SF 33 in Block #17.
- b. Section B – Supplies or Services and Prices/Costs (Tab B). The offeror shall indicate the price to be charged for each item in Section B rounded to the nearest whole dollar.
- c. Cost/Price Supporting Documentation (Tab C). The information requested in the proposal is required to enable the Government to perform cost or price analysis. The offeror shall prepare one summary schedule (Section B) which provides the Total Not-To-Exceed Amount for each CLIN and the Total Not-To-Exceed Price offered. Along with the summary schedule, the offeror is required to provide full back-up documentation for each CLIN and proposed Task Area. The back-up documentation shall detail the labor categories to be used, labor hours proposed by category, material and equipment costs, and a total cost breakdown (to include a summary total for each cost component, e.g., labor, overhead, or G&A).
- d. Subcontractor Supporting Documentation (Tab D). The offeror shall also provide supporting cost/price documentation for all proposed subcontractors, to include the proposed type of subcontract and if the contract with the subcontractor is a Time and Material provide justification. In addition to the cost back-up documentation, Defense Contract Audit Agency contact information and relevant cost/pricing data shall be provided for all subcontractors. Failure to provide complete supporting documentation may result in no further consideration of the offeror's proposal. Subcontractors may submit proprietary data directly to the Contracting Officer or through the prime contractor in a separate, sealed envelope.
- e. Cost/Pricing Assumptions (Tab E). Offerors must submit, under a separate tab, all (if any) assumptions upon which the Cost/Price Proposal is based.
- f. Organizational Conflict of Interest Statement (Tab F). The offeror shall complete and sign an Organizational Conflict of Interest Statement in which the offeror (and any subcontractors, consultants or teaming partners) disclose information concerning actual or potential organizational conflict of interest affecting the offeror's proposal or any work related to this TOR. The statement shall be accompanied by the offeror's plan for mitigation, avoidance, or neutralization, if appropriate.

SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

- g. Contract Registration (Tab G). The offeror shall submit a statement that the contract vehicle under which this proposal is being submitted has been registered in TOS and that all information in TOS is up-to date.
- h. Current Forward Pricing Agreements (Tab H). The offeror shall submit all forward pricing agreements including that of the Prime Contractor, Subcontractors, Teaming Partners, Reorganizations & Mergers.
- i. Management Systems (Tab I). The offer shall describe all applicable management systems (e.g., accounting, estimating, purchasing, EVMS). The offeror shall include the date of the last audit, results of the audit, audit report number, and date determined adequate.
- j. Cost Accounting Standards (CAS) Disclosure Statement (D/S) (Tab J). The offeror shall include a copy of the CAS D/S. Also, the offer shall state the adequacy of D/S, when audited, audit report number, when determined adequate by ACO, and include any non-compliances with CAS.
- k. A request to schedule the offeror's oral proposal (Tab K). The offeror shall submit a request to schedule an oral proposal. The Government will assign time slots in accordance with section L.10.4.
- l. A commitment to submit the remaining proposal parts in accordance in accordance with the cover letter (Tab L). The offeror shall submit a statement verifying their commitment to submit the remaining parts of their proposal in accordance with the dates listed on the cover letter.
- m. E3 Non-Disclosure Agreement (Tab M). The offeror shall submit any non-disclosure agreement that is signed in accordance with section L.5.1.

L.9 SUBMISSION OF THE WRITTEN TECHNICAL PROPOSAL, PART II

Each offeror shall submit all information described in the following paragraphs. The offeror shall provide an original, 7 copies, **and an electronic copy** containing all required sections of this Part.

L.9.1 PROJECT STAFFING PLAN TABLE

The offeror shall provide a Project Staffing Plan Table in accordance with the Project Staffing Plan Table Template (Section J, Attachment 12). The submission shall contain all individuals that will be working on this effort. All Key Personnel proposed shall be available to begin work immediately on the Project Start Date indicated in Section F.5 of this solicitation.

If the names of all non-Key Personnel are not known prior to offer submission, the offeror may indicate "to be determined" in the Project Staffing Plan Table. The names of non-Key Personnel are the only identifiers that may remain unspecified in the Project Staffing Plan Table. The names of all non-Key Personnel that can be provided shall be provided.

L.9.2 KEY PERSONNEL QUALIFICATION MATRIX

The offeror shall submit a Key Personnel Qualification Matrix for each Key Person proposed relating the specialized experience identified in Section H.2 of this TO and the qualifications of the person or persons being proposed for that position. For those additional Key Personnel

SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

proposed, the offeror shall identify the specialized experience and the corresponding qualifications for this experience. The Key Personnel template can be found in Section J, Attachment 14. Each Key Personnel Qualification Matrix shall be limited to (7) pages.

The offeror shall represent the following:

- a. All Key Personnel meet the requirements of the Alliant Contract.
- b. All Key Personnel meet the requirements of the TO, including security clearance requirements.
- c. All Key Personnel named are available to begin work on the Project Start Date designated in Section F.
- d. Letter of Commitment, signed by each proposed Key Person at the proposal submission due date.

L.9.3 DRAFT TRANSITION-IN PLAN

The offeror shall provide a draft of the Transition-In Plan. The offeror shall include in the Transition-In Plan an approach that provides for a seamless transition from the incumbent to the new contractor. The Plan shall identify the roles and responsibilities of the offeror including proposed schedule(s) and milestones to ensure no disruption of service. The Plan shall also identify and discuss the roles and responsibilities of the incumbent contractor and information expected from the incumbent. The offeror shall also identify any actions contemplated on the part of the Government.

L.9.4 DRAFT PROJECT MANAGEMENT PLAN (NOT TO EXCEED 25 PAGES)

The offeror shall provide a draft of the Project Management Plan (PMP). The offeror shall include in the draft all topics to be included in the final PMP at the depth which can be accommodated in the page limitation. The plan shall identify the offeror's management approach, tasks, and responsibilities; identify all task in this Task Order, addressing each at some level; provide a Level 2 or higher WBS; and summarize the QCP. Offerors are not to address or provide the CONOPS in the draft.

L.9.5 DRAFT PROPOSED SERVICE STATUS SCREEN (NOT TO EXCEED 10 PAGES)

The offeror shall provide screen shots and explanations of terms of the proposed Service Status Screen. The screen shots shall be representative of the types and depth of data available to the Government once Task 2: Execute Transition-In Plan has been completed.

L.9.6 PROPOSED SERVICE LEVELS

The offeror shall propose Service Levels in accordance with the template found in Section J Attachment 5. The offer may propose additional service levels in addition to the service levels identified. The offeror shall use the proposed template format, propose no more than nine additional Service Level metrics, and shall not use graphics.

SECTION L – INSTRUCTIONS, CONDITIONS, AND NOTICES TO OFFERORS

L.9.7 When proposing Commercial Software, the offeror shall include a statement in its proposal confirming that all applicable License Agreements will comply with the requirement of Section H.26 (actual License Agreements need not be submitted prior to award). (THIS REQUIREMENT WILL BE EVALUATED ON A PASS/FAIL BASIS.)

L.9.8 SECTION 508 COMPLIANCE REQUIREMENTS

The offeror's written proposal shall include a statement indicating its capability to comply with Section 508 requirements throughout its performance of this TO in compliance with Section H.14. The offeror's proposal will be evaluated to determine whether it includes a statement indicating its capability to comply with Section 508 requirements throughout its performance of this TO. Any proposal that does not include a statement indicating the offeror's capability to comply with Section 508 requirements throughout its performance of this TO shall be eliminated from further consideration for award.

L.9.9 CORPORATE EXPERIENCE

The offeror shall provide Corporate Experience for three projects performed within the last five years by the business unit that will perform this effort. Three Corporate Experience submissions are required for the prime as the prime contractor; it cannot be augmented by team members. Each of these three projects must be similar in size, scope, and complexity to the requirements identified in Section C. The Corporate Experience information must be submitted in the format provided in Section J, Attachment 11. The offeror should ensure that all of the points of contact are aware that they will be contacted.

L.9.10 TECHNICAL AND MANAGEMENT ASSUMPTIONS, LIMITATIONS, AND BASES OF ESTIMATES

The offeror shall include all proposal assumptions, limitations, or bases of estimate, which are technical or management in nature, regardless of where it (they) is (are) otherwise included in all Proposal Parts, citing the component(s) of the proposal to which they pertain. The offeror shall not include any cost/price information.

The Government reserves the right to reject any proposal that includes any assumption that adversely impacts the Government's requirements.

L.10 PART III – ORAL TECHNICAL PROPOSAL PRESENTATION

Each offeror shall make an oral technical proposal presentation and participate in a question and answer (Q&A) session led by the CO and participated in by the Technical Evaluation Board (TEB) Members and other representatives of the Government. The offeror must be prepared to answer questions about the oral technical proposal presentation and the written technical

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proposal in the Q&A session. The oral technical proposal presentation and Q&A session will be held at the unclassified level. The oral technical proposal presentation will be used to assess the offeror's capability to satisfy the requirements set forth in the TOR. The offeror's oral technical proposal presentation shall contain the information in Section L.10.6.

Each offeror shall submit all information described in the following paragraphs. The offeror shall provide an original, 7 copies, **and an electronic copy** containing all required sections of this Part in accordance with the cover letter.

Oral technical proposal presentation slides presented that differ from slides delivered with the technical proposal will not be evaluated.

L.10.1 ORAL TECHNICAL PROPOSAL PRESENTATION PARTICIPATION

L.10.2 ORAL TECHNICAL PROPOSAL PRESENTATION CONSTRAINTS

The offeror shall identify the authors of the presentation by name and association with the offeror. Attendance at the presentation and the subsequent Q&A session shall be limited to the offeror's Key Personnel (all Key Personnel are highly encouraged to attend) and no more than three additional corporate representatives of the offeror. An offeror's "Key Personnel" includes only those persons who will be assigned to the TO as Key Personnel as described in Section H.2. The three additional people (e.g., CEOs, company presidents, or contract representatives) from the offeror may attend, but will not be allowed to participate in the presentation. Any of the three additional personnel may make a brief introduction which will not be evaluated, but will count towards the offeror's allotted time. For the remainder of the presentation, only Key Personnel shall present.

The offeror will be given 15 minutes for set up. After opening remarks by the Government, the offeror will be given up to 60 minutes to present. The presentation will be stopped precisely after 60 minutes.

Upon completion of the presentation, the Government may caucus to formulate any clarification questions regarding the technical proposal, however, proposal revisions are not expected and will not be allowed. Clarification questions, if any, may be posed by the CO or the TEB Chairman. If there are clarification questions, the Government and offeror will then address them. The offeror may then briefly caucus to coordinate its responses. For planning purposes, the total presentation, caucus, and clarification session may last up to four hours, unless a shorter period is deemed appropriate by the Government. The CO and the TEB Chairman will be responsible for ensuring that the schedule is met and that all offerors are given the same opportunity to present and answer questions. All technical clarification questions, if any, will be asked and answered on the day of the offeror's oral presentation

L.10.3 ORAL TECHNICAL PROPOSAL PRESENTATION MEDIA

There is no limit to the number of slides that can be presented during the oral technical proposal presentation, but only those slides presented during the oral presentation will be considered for evaluation (oral technical proposal presentation slides shall be submitted in advance with the written submission). Any slides over and above those presented during the oral presentation will be returned to the offeror and will not be evaluated as part of this source selection. No other media may be used. Presentation media is limited to computer-based graphics of the offeror's

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choice or normal viewgraph slides displayed using an appropriate projector. Unobtrusive company logos or names can be inserted in any or all slides. Slides should be sequentially numbered in the lower right corner. Transition effects shall not be used. The slides shall not contain any fonts smaller than a proportionally spaced font (such as Times New Roman) of at least 12 point.

Except for the screen provided in the conference room, the Government will provide no equipment. The offeror shall be responsible for any equipment necessary for the presentation.

L.10.4 ORAL TECHNICAL PROPOSAL PRESENTATION SCHEDULING

The CO will schedule the oral technical proposal presentation with the authorized negotiator or the signatory of the SF 33. Time slots will be assigned randomly and may not be changed or traded. The Government reserves the right to reschedule any offeror's oral technical proposal presentation at its sole discretion.

Oral Technical Proposal Presentations will be given at facilities designated by the CO. The exact location, seating capacity, and any other relevant information will be provided when the presentations are scheduled.

L.10.5 RECORDING OF THE ORAL TECHNICAL PROPOSAL PRESENTATION

The offeror may **not** record or transmit any of the oral presentation process. All offeror's electronic devices shall be removed from the room while the Government is caucusing after the oral presentation.

L.10.6 ORAL TECHNICAL PROPOSAL PRESENTATION TOPICS

The Government does not expect the offeror to provide a thorough presentation of those items already submitted in writing in Part II. Instead, the offeror shall address this information under the topics provided. The oral technical proposal presentation shall include the following topics, and be organized in the following order:

Topic 1: Management Approach

Topic 2: Technical Approach

Topic 3: Key Personnel

Topic 4: Corporate Experience

METHODOLOGY. For this acquisition the term "methodology" is defined as the system of practices, techniques, procedures and rules as required by this TO. This definition is based on the Project Management Institute's Project Management Body of Knowledge.

L.10.6.1 MANAGEMENT APPROACH (TOPIC 1)

The offeror shall identify the Management Approach, techniques, and tools that the offeror shall use to accomplish the objectives and requirements identified in this TOR. The offeror shall tailor the management approach to achieve the requirements as identified in Section C. The Management Approach shall describe the following:

- a. The offeror's understanding of client operational environment;

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- b. The offeror's approach to Transition-In;
- c. The offeror's concept of operations. This is to depict the facility locations, and the roles and responsibilities of key staff and activities;
- d. The offeror's approach and capacity to surge when spikes occur in service requests. The offeror will identify the reaction time to surge, and the process and timelines for de-committing those resources; and
- e. The industry standards to which the offeror conforms to in its business operations, and whether the offeror and the specific operation is certified and/or accredited and/or formally assessed for compliance in these standards;
- f. The offeror's approach to Continuous Service Improvement (CSI).

L.10.6.2 TECHNICAL APPROACH (TOPIC 2)

The offeror shall identify and describe the methodology and analytical techniques to be used in fulfilling the technical requirements identified in the Task Order Request. The offeror should tailor the technical approach to achieve the requirements as identified in Section C. The Technical Approach shall describe the following

- a. The offeror's knowledge of the current technical environment and how the offeror will use their corporate capabilities to support the requirements in this Task Order;
- b. The proposed technical solution to meet the requirements of each task;
- c. The offeror's proposed service request management system solution, to include the nature of the system deployment (eg. cloud, virtualized), the capabilities of the solution, and the scalability of the system to meet the anticipated volumes;
- d. An Overview of the Proposed Service Request Dashboard Solution; and
- e. Proposed Service Levels. The offeror shall discuss its proposed services levels for the metrics provided by the Government in Section J, Attachment 5. The offeror shall discuss any additional service level metrics, why they were changed/selected, the performance levels and why it is important to measure the selected characteristic.

L.10.6.3 KEY PERSONNEL AND PROJECT STAFFING APPROACH (TOPIC 3)

During the oral presentation, the offeror shall discuss its project staffing approach, describing the project staffing strategy, rationale for the proposed labor mix, and the experience, skill and qualifications of the proposed personnel. The offeror shall specifically address the following:

- a. Rationale for choosing the Key Personnel. Describe how each Key Person would be involved in each task/subtask and how their qualifications and experience uniquely qualify them for the Key Personnel positions described in Section H.2.
- b. Rationale for the skillsets, qualifications, and labor mix of the proposed staff, and on which tasks they would be utilized.

L.10.6.4 CORPORATE EXPERIENCE (TOPIC 4)

During the oral presentation, the offeror shall discuss its Corporate Experience. This shall include only corporate experience where the offeror was the prime contractor. The corporate experience shall be similar in size, scope, and complexity to the requirements of this solicitation.

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L.11 DELIVERY INSTRUCTIONS

Offerors shall deliver written proposals and receive acceptance from:

Michael Donaldson;
Michael Skorny;
Julia Whitmore-Sevin;
Or other authorized FEDSIM Government Personnel
GSC-QF0B -13-32728
FEDSIM Project Number 13034GSM
GSA FAS AAS FEDSIM
2100 Crystal Drive
Suite 800
Arlington, VA 22202

Proposals not received by 11:00 a.m. Eastern Time (ET) on the dates stated in cover letter will not be considered.

SECTION M – EVALUATION FACTORS FOR AWARD

M.1 METHOD OF AWARD

The Government anticipates awarding a Task Order to the offeror whose proposal is the most advantageous to the Government, price and other factors considered. Technical proposals will be evaluated based on the factors described in Section M.3. All evaluation factors other than cost or price, when combined, are significantly more important than cost. Award may be made to other than the lowest priced, technically acceptable proposal.

This acquisition is being conducted under FAR 16.5. Principles and procedures of Subpart 15.3 do not apply. The Government may make award based on initial offers received, without discussion of such offers in accordance with FAR clause 52.215-1 or the Government may make award after clarifications of some aspects of the proposal or discussions relative to price only. Accordingly, the Government reserves the right to do any or all of the following:

- a. Award on initial proposals, without discussion.
- b. Ask clarifying questions during the question and answer period of the oral presentations if needed. Clarification questions may include asking offerors to clarify statements made during oral presentations, if the contents of the oral presentations warrant clarification. Clarification questions may include asking offerors to clarify their written technical proposals. As a result, the Government may have communications with some, but not all, offerors; these communications, however, will be clarifications and not discussions. In these situations, the Government will consider the offeror's clarifying response(s) without allowing proposal revisions.
- c. After an offeror has been selected for award based upon a best value determination, the Government may negotiate a final reduced price. The negotiations will include reductions in profit/fee with the offeror selected for award in order to achieve the absolute best value for the Government.
- d. Have communications, ask clarifying questions, request corrections relative to minor errors in the cost proposal, or request cost/price substantiating documentation to facilitate the Government's final evaluation of cost proposals with one or some offerors. These communications, clarifications, or requests for corrections or substantiating documentation will not materially change the offeror's proposal in terms of conformance to TOR requirements, constitute discussions such as the removal of an unacceptable assumption, or materially change pricing.

Proposals shall set forth full, accurate, and complete information as required by this solicitation package (including Attachments). The penalty for making false statements in proposals is prescribed in 18 U.S.C. 1001.

M.2 COST/PRICE PROPOSAL EVALUATION

The offeror's written cost proposals (Section L.6.1, Part IA, Tabs F through L, and Section L.6.2, Part IB, TABS A-E, M) will be evaluated to determine cost realism and reasonableness. Costs that are excessively high or low (without sufficient justification) may be considered unrealistic and unreasonable and may receive no further consideration. Any proposal that is not within the total estimate for any task, including the price identified for the FFP tasks, and the LOE identified in the CPAF tasks, cited in Section B and in Section L.5, shall include an explanation

SECTION M – EVALUATION FACTORS FOR AWARD

that specifically draws the Government's attention to any unique technical aspects of the proposal the offeror would like the Government to consider as the justification for the deviation from the range. A determination of cost/price realism and reasonableness will include a determination by the CO that proper discounts have been offered commensurate with maximum order thresholds for prime contractors and teaming partners and in accordance with subcontractor arrangements.

M.2.1 ORGANIZATIONAL CONFLICT OF INTEREST

Tab F will be evaluated to assess whether or not an actual or potential OCI exists as defined by FAR Part 9.5. If an actual or potential conflict of interest is identified that cannot be feasibly mitigated, avoided, or resolved in accordance with FAR Part 9.5, that offeror may be ineligible for award.

M.2.2 COST ASSUMPTIONS

The Government reserves the right to reject any proposal that includes any cost assumptions that may adversely impact satisfying the Government's requirements.

M.2.3 OVERTIME AND EXTENDED BILLING HOUR PRACTICES

The Government reserves the right to reject any proposal that includes overtime or extended hours billing practices that adversely impact or affect the Government's requirements.

M.3 TECHNICAL EVALUATION FACTORS

The Government will evaluate technical proposals, including the entirety of Section L.6.3, L.6.4, L.9 and Section L.10. This also includes the draft deliverable documents identified within these sections. The Government evaluation of proposals will be based on the following factors:

- Factor 1: Management Approach (Sections L.6.3(c), L.6.3(d), L.6.4(a), L.9.3, L.9.4, and L.10.6.1), to include the offeror's understanding of the client's operational environment, the offeror's transition-in approach, the offeror's concept of business operations, the offeror's approach to industry standards, and the offeror's approach to continuous service improvement.
- Factor 2: Technical Approach (Sections L.6.3(e), L.6.3(f), L.6.3(g), L.6.4(b), L.9.5, L.9.6, and L.10.6.2), to include the offeror's understanding of the client's technical environment, the offeror's proposed solution to meet the requirements of all tasks, the offeror's proposed Service Desk Management Solution and the offeror's proposed service levels.
- Factor 3: Key Personnel and Project Staffing as shown in the written Project Staffing Plan Table/Key Personnel qualifications, identified (Sections H.2, L.6.3(a), L.6.3(b), L.6.4(c), and L.10.6.3) as well as the information in the staffing plan/Key Personnel qualifications oral technical proposal presentation.
- Factor 4: Corporate Experience (Sections L.6.3(i), L.6.4(d), and L.10.6.4), to include the offerors corporate experience, as a prime contractor, with requirements similar in size, scope and complexity to the requirements of this solicitation.

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The technical proposal evaluation factors are listed in the following order of importance. Factor 1 is the most important factor. Factor 2, Factor 3, and Factor 4 are of equal importance to each other, but are of lower importance than Factor 1. All four technical factors combined are significantly more important than cost. The Government will combine the results of the written and oral submissions to arrive at a rating for the technical evaluation factors as a whole. The receipt of an evaluation rating of Not Acceptable in any single Factor may result in the overall proposal being determined Not Acceptable and therefore ineligible for award. **A failure on any single Pass/Fail criteria will make the proposal ineligible for award, with no further evaluation of the technical and pricing proposal accomplished by the Government.**

Pass/Fail Elements:

The following will be evaluated on a Pass/Fail basis:

- a. The Government will reject any proposal that does not provide a name for each Key Person proposed at the proposal submission due date. A proposal that states, “To Be Determined” (TBD) for a proposed Key Person, or omits a Key Person, will be rejected by the Government (Section L.9.2).
- b. The Government will reject any proposal that does not provide a Letter of Commitment, signed by each proposed Key Person at the proposal submission due date (Section L.9.2).
- c. The Government will reject any proposal that does not provide an affirmative statement of compliance with Section 508 of the Americans with Disability Act, stating that “All products and services delivered under this task order are compliant with Section 508 of the American’s with Disabilities Act”. See Section L.6.3 (h).
- d. The Government will reject any proposal that does not provide an affirmative statement of compliance with any commercial licensing terms and conditions, stating that “All commercial software will be delivered in accordance with section H.25 and H.26 of any awarded Task Order”. See Section L.6.3 (g) for additional information.

Adjectives utilized in paragraphs M.3.1, M.3.2, M.3.3 and M.3.4 are defined as follows:

- Clear – Easy to understand.
- Relevant – Specific to this task order. Directly connected with the Government’s task order objective, conditions, standard, and processes.
- Comprehensive – Encompasses all aspects of the approach. Complete.
- Detailed – Facilitates a full understanding of the proposed solution. Thorough. Includes minute details.
- Effective – Provides identifiable benefit to the Government relative to requirements.

The Government will provide Oral Technical Proposal Presentation Slides (Part III) three hours prior to each offeror’s oral technical Presentation.

M.3.1 FACTOR 1: MANAGEMENT APPROACH

The Management Approach will be evaluated to assess the degree to which it reflects an effective, efficient, feasible, and practical level of understanding of the client’s operating

SECTION M – EVALUATION FACTORS FOR AWARD

environment in accomplishing the tasks and deliverables of this Task Order from a management perspective as described in C.5.1, with minimal risk, and innovative and efficient ideas. See Sections L.6.3(c), L.6.3(d), L.6.4(a), L.9.3, L.9.4, and L.10.6.1. The Government will also evaluate the offeror's strategy including indicators showing how the project will be implemented and the offeror's ability to manage resources. The offeror's management approach will be evaluated based on the degree to which it demonstrates:

- a. A clear, relevant, detailed, and comprehensive transition-in approach, which minimizes risk to the Government;
- b. A clear, relevant, detailed and comprehensive concept of operations, with clear lines of communication between the offeror and the Government, for timely problem identification, mitigation and resolution; and
- c. A clear, relevant, detailed and comprehensive strategy to react to the cycle of surges, or increases in the number of service requests, in a way that satisfies Government requirements in a responsible manner.

M.3.2 FACTOR 2: TECHNICAL APPROACH

The Government will evaluate the technical approach factor based on the clarity and completeness of the approach and the degree to which the proposal meets the requirements of the TOR Sections L.6.3(e), L.6.3(f), L.6.3(g), L.6.4(b), L.9.5, L.9.6, and L.10.6.2 and:

The offeror shall demonstrate a clear, relevant, detailed and comprehensive approach to meeting Tasks 3, 4, 5, 6, 7, and 8, identified in Section C.5.3 through C.5.9;

M.3.3 FACTOR 3: KEY PERSONNEL AND PROJECT STAFFING

The project staffing plan will be evaluated to assess the degree to which it complies with the requirements outlined in Sections H.2, L.6.3(a), L.6.3(b), L.6.4(c), and L.10.6.3, including the estimated hours and labor mix for Key Personnel and the experience, skill, and qualifications of the personnel proposed. Key Personnel will be evaluated to assess the currency and applicability of experience as it relates to Section H.2, Key Personnel Requirements.

M.3.4 FACTOR 4: CORPORATE EXPERIENCE

The offeror's Corporate Experience will be evaluated to assess the degree to which it is similar in size, scale and complexity to the requirements of this solicitation, in accordance with the requirements identified in L.6.3 (i), L.6.4(d) and L.10.6.4 (d).

M.4 TECHNICAL ASSUMPTIONS

All technical assumptions will be reviewed in the context of the technical factor to which they apply. The Government reserves the right to reject any proposal that includes any technical assumption that may adversely impact satisfying the Government's requirements.



LETTER OF APPOINTMENT

MEMORANDUM FOR **Michael Donaldson**, FEDSIM PM

Subject: Appointment as Contracting Officer's Representative

You are hereby appointed as the Contracting Officer's Representative (COR). This appointment is from the award date through the life of the Contract, to include close out, unless rescinded or transferred. As the COR, your primary duty is to monitor the Contractor's performance to ensure that all of the technical requirements under the contract are met by the delivery date or within the period of performance, and at the price or within the ceiling stipulated in the contract.

In the performance of the duties delegated to you in this letter, you are cautioned that you could be held personally liable for actions taken or directions given by you to the Contractor that are beyond the authorities given to you in this letter. The duties or authorities in this letter are not re-delegable; therefore, you must advise the Contracting Officer or the Contract Specialist immediately when you are unable to perform these duties.

Your duties and limitations, as applicable to the contract you will be monitoring, are as follows:

MONITORING AND EVALUATING PERFORMANCE

Ensure that the Contractor complies with all of the requirements of the statement of work, specifications, or performance work statement. When requested by the Contractor, provide technical assistance within the scope of the contract (e.g., interpreting specifications, statement of work, performance work statement, etc.). When a difference of opinion between you and the Contractor occurs, notify the Contracting Officer and/or the Contract Specialist immediately for resolution.

If the contract requires Key Personnel, the COR shall ensure that the personnel being used by the Contractor meet the requirements of the position. Review and approve travel and other direct cost (ODC) prior to the Contractor incurring those expenses. Any decrease in or lack of performance shall be brought to the attention of the Contracting Officer and/or Contract Specialist.

If applicable and in accordance with FAR 42.302, the COR shall monitor contractor compliance with specifications or other contractual requirements requiring the delivery or use of environmentally preferable products, energy-efficient products, products containing recovered materials, and bio-based products.

In accordance in Federal Acquisition Circular (FAC) 2005-34 and OMB Memorandum "Improving the Use of Contractor Performance Information" on July 29, 2009, CORs are responsible for entering past performance into the Past Performance Information Retrieval System (PPIRS) annually.

MONITORING COSTS

Review and evaluate the Contractor's progress in relation to the expenditures. When the costs expended by the Contractor are not commensurate with the Contractor's progress, request a meeting with the Contractor and client in an attempt to resolve. If a resolution cannot be found, bring this to the attention of the Contracting Officer and/or Contract Specialist for immediate action.

Review and approve invoices using the rates and other fees established in the contract. Review the Contractor's invoices/vouchers for reasonableness and applicability to the contract and recommend approval or rejection for payment.

CHANGES TO THE CONTRACT

You cannot authorize the Contractor to stop work, and you are not authorized to delete, change, waive, or negotiate any of the technical requirements or other terms and conditions of the contract. Should a change (monetary or otherwise) to the contract become necessary, it must be made by a contract modification issued by the Contracting Officer. When in doubt, contact the Contracting Officer and/or Contract Specialist.

Any contract change requested by the Contractor must be put in writing by the Contractor to the Contracting Officer for action. If, however, you become aware of an impending change, you should immediately advise the Contracting Officer or Contract Specialist. When the proposed change is received by the Contracting Officer, you will be required to provide the Contracting Officer with a written analysis and rationale for the change and to evaluate any costs associated with the change.

You must also recognize and report to the Contracting Officer any Government-required changes to the contract (e.g., items or work no longer required, changes in the specifications, etc.).

INSPECTION OF CONTRACT ITEMS

Perform, in accordance with the terms of the contract, inspection, acceptance, or rejection of the services or deliverables under the contract. The COR must prepare, in writing, a written acceptance or rejection, provide it to the Contractor, and store a copy on the FEDSIM common drive. Immediately notify the Contracting Officer of all rejections and the reason for the action.

Review progress reports from the Contractor and advise the Contracting Officer of any Contractor problems or action required to be taken by the Government.

STANDARDS OF CONDUCT AND CONFLICT OF INTEREST

To avoid improper business practices and personal conflicts of interest and to deal with their apparent or actual occurrences, the COR shall sign any applicable non-disclosure forms. The COR shall also immediately report any potential conflict of interest to their supervisor.

CONTRACT FILE CONTENT AND MAINTENANCE

Establish and maintain an organized contract administration file to record all Contractor and Government actions pertaining to the contract. The file must also include a copy of the COR Letter of Appointment and other documents describing the COR duties; a copy of the contract administration functions delegated to the contract administration office, which may not be delegated to the COR; and documentation of COR actions taken in accordance with the delegation of authority. The files should be organized and saved on the FEDSIM common drive.

CONTRACT CLOSEOUT

Within 30 days after the Contractor has met all terms and conditions of the contract, you must evaluate the Contractor's performance using the information contained in General Services Administration Regulation (GSAR) 542.1503-71 (sample format attached).

Please acknowledge receipt and acceptance of this appointment by signing below. Please direct any questions you may have on this delegation to the Contracting Officer or Contract Specialist.

I understand and accept my assignment as the Contracting Officer's Representative (COR)

X

GSAR 542.15 – Contractor Performance Information

542.1503-71 – Information to collect.

Note: This checklist follows the standard format of GSAM 542.1542.15 and content requirements of GSAM 542.15. The checklist may be tailored for the specific contract type. Any “NO” responses noted below shall be accompanied with a statement explaining the observation(s). For each observation(s) provide a recommendation to correct the non-compliance. Observations identify areas of non-compliance and do require response (and action plans, if applicable). Positive observations may be general or specific and may be suitable for replication across the agency as good practices.

Contractor Performance Information

Timeliness of delivery or performance	Yes	No	NA
(1) Adherence to contract delivery schedules.			
(2) Resolution of delays.			
(3) Number of “show cause” letters and “cure notices” issued.			
(4) Number of delinquent deliveries.			
(5) Number of contract extensions resulting from contractor-caused delays.			
(6) Timely submission or performance or required tests.			
(7) Other.			
<u>Observations (specify item #):</u>			
<u>Recommendations:</u>			

Conformance of product or service to contract requirements	Yes	No	NA
(1) Quality of workmanship.			
(2) Reliability.			
(3) Adequacy of correction of defects.			
(4) Number of safety defects.			
(5) Number of product rejections.			
(6) Results of laboratory tests.			
(7) Number and extent of warranty problems.			
(8) Other.			
<u>Observations (specify item #):</u>			
<u>Recommendations:</u>			

GSAR 542.15 – Contractor Performance Information

542.1503-71 – Information to collect.

Customer comments	Num	Qty	NA
(1) Number and quality of positive comments.			
(2) Number and nature of complaints.			
(3) Adequacy of resolving customer complaints.			
(4) Other.			
<u>Observations (specify item #):</u>			
<u>Recommendations:</u>			

Terminations for default	Yes	No	NA
<u>Observations (specify item #):</u>			
<u>Recommendations:</u>			

On-the-job safety performance record, including the number of lost or restricted workdays due to occupational injuries in comparison to the national average	Yes	No	NA
<u>Observations (specify item #):</u>			
<u>Recommendations:</u>			

Adequacy of contractor's quality assurance system	Yes	No	NA
<u>Observations (specify item #):</u>			
<u>Recommendations:</u>			

Compliance with other key contract provisions	Yes	No	NA
(1) Subcontracting program			
(2) Labor standards			
(3) Safety standards.			
(4) Reporting requirements			
<u>Observations (specify item #):</u>			
<u>Recommendations:</u>			

GSAR 542.15 – Contractor Performance Information

542.1503-71 – Information to collect.

Exhibiting customer-oriented behavior	Yes	No	NA
<u>Observations (specify item #):</u>			
<u>Recommendations:</u>			

Other performance elements identified	Yes	No	NA
<u>Observations (specify item #):</u>			
<u>Recommendations:</u>			

AWARD FEE DETERMINATION PLAN
For
The General Services Administration
Fed Service Desk Service Request Support
Task Order

SECTION 1: INTRODUCTION

This Award Fee Determination Plan (AFDP) provides procedures for evaluating the Contractor's performance on the **GSA FSD** Task Order on a Cost-Plus-Award-Fee (CPAF) basis in accordance with (IAW) paragraph H.26 of the Federal System Integration and Management (FEDSIM), Federal Acquisition Service (FAS) Task Order Request (TOR) **GSC-QF0B-13-32728**. The AFDP is applicable only to CPAF CLINs 0002A, 0002B, 1002A, 1002B, 2002A, 2002B, 3002A, 3002B, 4002A, and 4002B. The award fee objective for this Task Order is to afford the Industry Partner the opportunity to earn award fee commensurate with optimum performance:

- By providing a workable AFDP with a high probability of successful implementation.
- By clearly communicating evaluation procedures that provide effective two-way communication between the Industry Partner and the Government,
- By focusing the Industry Partner on areas of greatest importance in order to motivate outstanding performance.

The amount of the Award Fee earned and payable to the Contractor for achieving specified levels of performance will be determined by the Award Fee Determination Official (AFDO), with the assistance of the Award Fee Evaluation Board (AFEB), per this Plan. The maximum fee payable is 100% of the Award Fee **Pool** for each period. The Contractor may earn all, part, or none of the Award Fee allocated to an evaluation period.

This AFDP may be amended IAW Section H.26.2 of this Task Order.

SECTION 2: EVALUATION PERIODS

2.1 The Government will evaluate Contractor performance every ~~threesix~~ months for determining award fee payment. All evaluation periods will begin on the **first calendar day of a month and end on the last calendar day of the third month**. Mid-Period reviews will be scheduled concurrent with in-process reviews as practicable.

2.2 The Government will determine the award fee payment by **the last work day of the month following the performance period**. The following table shows the expected performance periods and the dates of award fee determination.

Award Fee Time Period	CLIN	Quarterly Annual Award Fee Pool	Maximum Annual Award Fee Pool (Total)
#1 - TBD	0002A & 0002B	TBD	TBD
#2 - TBD	0002A & 0002B	TBD	TBD
#3 - TBD	0002A & 0002B	TBD	TBD
#4 - TBD	0002A & 0002B	TBD	TBD
#5 - TBD	1002A & 1002B	TBD	TBD
#6 - TBD	1002A & 1002B	TBD	TBD
#7 - TBD	1002A & 1002B	TBD	TBD
#8 - TBD	1002A & 1002B	TBD	TBD
#9 - TBD	2002A & 2002B	TBD	TBD
#10 – TBD	2002A & 2002B	TBD	TBD
#11 – TBD	2002A & 2002B	TBD	TBD
#12 - TBD	2002A & 2002B	TBD	TBD
#13 – TBD	3002A & 3002B	TBD	TBD
#14 – TBD	3002A & 3002B	TBD	TBD
#15 – TBD	3002A & 3002B	TBD	TBD
#16 – TBD	3002A & 3002B	TBD	TBD
#17 – TBD	4002A & 4002B	TBD	TBD
#18 – TBD	4002A & 4002B	TBD	TBD
#19 – TBD	4002A & 4002B	TBD	TBD
#20 – TBD	4002A & 4002B	TBD	TBD

These time frames can be changed at the unilateral discretion of the Government.

SECTION 3: AWARD FEE ALLOCATION FORMULA

3.1 The maximum award fee pool will be estimated for each year of estimated labor costs as awarded in this Task Order. The yearly pool will be identified in Section B of this Task Order. This total comprises the maximum award fee pool for the year being calculated. This pool will be adjusted on a quarterly basis to reflect the amount of cost incurred by the contractor. The

revision will be based on approved invoiced contractor costs as of the 20th of the month following the award fee period. In no case may the award fee pool for a contract period of performance exceed the amount as initially awarded with this task order.

3.2 The following table shows the allocation percentage by scores. The definition for each rating adjective is shown in Section 3.3.

Rating	Percentage of Fee
Excellent	91%-100%
Very Good	76%-90%
Good	51%-75%
Satisfactory	No Greater than 50%
Unsatisfactory	0%

3.3 The performance categories, once graded, describe the overall customer satisfaction with the tasks' key indicators. Contained in the ratings is a word picture of standards that allows each monitor to work from a common grading scale

EXCELLENT

Contractor has exceeded almost all of the significant award-fee criteria and has met overall cost, schedule, and technical performance requirements of the contract in the aggregate as defined and measured against the criteria in the AFDP for the award-fee evaluation period.

VERY GOOD

Contractor has exceeded many of the significant award-fee criteria and has met overall cost, schedule, and technical performance requirements of the contract in the aggregate as defined and measured against the criteria in the AFDP for the award-fee evaluation period.

GOOD

Contractor has exceeded some of the significant award-fee criteria and has met overall cost, schedule, and technical performance requirements of the contract in the aggregate as defined and measured against the criteria in the AFDP for the award-fee evaluation period.

SATISFACTORY

Contractor has met overall, cost, schedule, and technical performance requirements of the contract in the aggregate as defined and measured against the criteria in the AFDP for the award fee evaluation period.

UNSATISFACTORY

Contractor has failed to meet overall cost, schedule, and technical performance requirements of the contract in the aggregate as defined and measured against the criteria in the AFDP for the award-fee evaluation period.

SECTION 4: ORGANIZATIONAL STRUCTURE OF AWARD FEE DETERMINATION

4.1 Award Fee Determination Official (AFDO)

The Contracting Officer (CO) will appoint the AFDO in writing.

The AFDO's responsibilities are:

- Approve the AFDP and authorize any changes to the AFDP throughout the life of the Task Order.
- Approve the members of the AFEB and appoint the AFEB Chairperson.
- Review assessments of Contractor performance. Feedback coordinated with the AFEB will be provided to the Contractor as appropriate during the evaluation period to enhance overall performance and minimize problems.
- Determine the amount of award fee the Contractor has earned based on its performance during each evaluation period.

4.2 Award Fee Evaluation Board (AFEB)

The AFEB has a Chairperson, as well Client Representative(s). Other voting members of the board are the Contracting Officer's Representative and representatives from the Client Organization. The CO is a non-voting advisory member of the AFEB. Additional non-voting board members may be Performance Monitors as deemed appropriate by the AFEB Chairperson. The following table provides the individuals that are members of the AFEB. Substitutions are permitted in the event of a schedule conflict, subject to approval by the AFEB Chairperson. Attendance of the non-voting members is not required to convene a board.

Board Position	Name and Title
Chairperson	Michael Donaldson, COR, GSA
AFEB Voting Member	Name, Title, Client Organization
AFEB Voting Member	Name, Title, Client Organization
AFEB Voting Member **	Name, Title, Client Organization
AFEB Voting Member **	Name, Title, Client Organization

Board Position	Name and Title
AFEB Voting Member	Name, FEDSIM Contracting Officer's Representative
AFEB Non-Voting Member	Name, FEDSIM Contracting Officer
AFEB Non-Voting Member(s)	Name, Title, Client Organization
AFEB Non-Voting Member	Name, Secretary, Organization

** Optional seats. AFEB Chairperson may appoint as many AFEB Voting members as desired but must have three voting members in addition to the Chairperson.

Non-voting members will participate in AFEB assessments of Quality Assurance Evaluator (QAEs)/Performance Monitor evaluations and discussions of award fee recommendations. Additionally, non-voting members are allowed to submit written reports on Contractor performance to the AFEB for its consideration.

The responsibilities of the AFEB are:

- a. Recommend to the AFDO the specific elements upon which the Contractor will be evaluated for each evaluation period.
- b. Request and obtain performance information from Performance Monitors involved in observing Contractor performance.
- c. Evaluate the Contractor's performance and summarize its findings and recommendations for the AFDO.
- d. Recommend to the AFDO the percentage of award fee available during an evaluation period which the Contractor should receive.

4.2.1 AFEB Chairperson

The responsibilities of the AFEB Chairperson are to:

- a. Appoint an AFEB Secretary.
- b. Conduct AFEB meetings.
- c. Resolve any inconsistencies in the AFEB evaluations.
- d. Ensure AFEB recommendations to the AFDO are timely and made in accordance with the Award Fee Agreement and this Plan.
- e. Ensure timely payment of award fee earned by the Contractor.
- f. Recommend any changes to the AFDP to the AFDO.
- g. Ensure and have overall responsibility for the proper execution of the AFDP including managing the activities of the AFEB.
- h. Exerts overall responsibility for all documents and activities associated with the AFEB.

4.2.2 AFEB Secretary

The responsibilities of the AFEB Secretary are to:

- a. Review Performance Monitor reports and other performance information and present an overview to the AFEB, as well as all supporting data.
- b. Consolidate the AFEB's assessment and recommendation for presentation to the AFDO at both the midterm and final stages of each evaluation period.
- c. Draft all correspondence required by the AFDO and AFEB as it relates to the award fee process.
- d. Maintain the AFDP, including any updates as approved by the AFEB and the AFDO and modified in the task order.
- e. Select a separate AFEB assistant, if desired, who will notify AFEB board members and Performance Monitors of report due dates and meeting times, distribute forms, and receive and distribute completed reports to all members.
- f. Maintain the award fee files, including current copy of the AFDP, any internal procedures, Performance Monitor's reports, and any other documentation having a bearing on the AFDO's award fee decisions.

4.2.3 Quality Assurance Evaluators (QAE)/Performance Monitors

Government and task order support personnel will be identified by the AFEB Chairperson as QAEs/Performance Monitors to aid the AFEB in making its recommendation for award fee. QAEs (representing each division) and Performance Monitors (responsible for the technical administration of specific tasks issued under the contract) document the Contractor's performance against evaluation criteria in their assigned evaluation areas(s). The primary responsibilities of the QAEs and Performance Monitors include (1) monitoring, evaluating, and assessing Contractor performance in assigned areas, (2) preparing evaluation reports (scorecards) that ensure a fair and accurate portrayal of the Contractor's performance, and (3) recommending changes to the AFDP to the AFEB Chairperson. These QAEs and Performance Monitors will submit written reports, as required by the AFEB Chairperson, on the Contractor's performance to the AFEB for consideration. Submission of their reports will be coordinated through the AFEB Secretary. Procedures and instructions for the Performance Monitors regarding midterm and final evaluations are provided below. The final report will be comprehensive and will be completed and submitted to the AFEB Secretary in accordance with the schedule below, unless otherwise notified in writing of any changes.

SECTION 5: AWARD FEE DETERMINATION PROCESS

The Contractor begins each evaluation period with 0% of the available award fee and works up to the earned award fee based on performance during the evaluation period.

5.1 Monitoring and Assessing Performance

The AFEB Chairperson may assign QAEs/Performance Monitors for the major performance areas. The QAEs/Performance Monitors will be selected on the basis of their expertise in the prescribed performance areas and/or their association with specific technical tasks. The AFEB Chairperson may assign and change QAEs/Performance Monitors assignments at any time without notice to the Contractor. The AFEB Chairperson will ensure that each Monitor and board member has copies of the task order and all modifications, a copy of this Plan, and all changes and specific instructions for assigned areas.

If appointed, QAEs/Performance Monitors will conduct assessments of the Contractor performance in their assigned areas. Feedback coordinated with the AFEB Chairperson will be provided to the Contractor as appropriate during the evaluation period to enhance overall performance and minimize problems.

5.1.1 Instructions for QAEs/Performance Monitors

If appointed, QAEs/Performance Monitors will maintain a periodic written record of the Contractor's performance, including inputs from other Government personnel, in the evaluation areas of responsibility. QAEs/Performance Monitors will retain informal records used to prepare evaluation reports for 12 months after the completion of an evaluation period to support any inquiries made by the AFDO. QAEs/Performance Monitors will conduct assessments in an open, objective, and cooperative spirit, so that a fair and accurate evaluation is made. QAEs/Performance Monitors will make every effort to be consistent from period to period in their approach to determine recommended ratings. Positive accomplishments should be emphasized just as readily as negative ones.

- a. Performance Monitor Evaluation Reports. QAEs/Performance Monitors will prepare midterm and final evaluation reports for each evaluation period during which they are Performance Monitors. The final reports will be more comprehensive. The reports, as a minimum, contain the following information:
 - 1) The criteria and methods used to evaluate the Contractor's performance during the evaluation period.
 - 2) The technical, economic, and schedule environment under which the Contractor was required to perform. What effect did the environment have on the Contractor's performance?
 - 3) The Contractor's major strengths and weaknesses during the evaluation period. Give examples of the Contractor performance for each strength and weakness listed. Also provide the reference in the specification, statement of work, data requirement, task order, etc. that relates to each strength or weakness.
 - 4) A recommended rating for the evaluation period using the adjectives and their definitions set forth in this AFDP. Provide concrete examples of the Contractor's performance to support the recommended rating.

5.2 Procedures for Award Fee Evaluations

These procedures provide for both a midterm evaluation and full-rating-period evaluation. Procedures common to both evaluations are listed first, followed by the procedures unique to each evaluation.

5.2.1.1 Exclusions

Throughout the entire evaluation period, the Contractor shall present and document any exclusion to the period of performance, due to circumstances beyond the control of the Contractor, to the AFEB Chairperson in accordance with the Award Fee Process Timeline in Section 5.2.4. The Performance Monitors should present the exclusions (if any) to the AFEB. If necessary, the AFEB will ask the Contractor to present their case. The AFEB, in conjunction with the FEDSIM CO, will make a unilateral decision as to the exclusion from the evaluation.

5.2.1.2 Contractor Monthly Status Reports

The Government will consider the contractor's Monthly Status Reports included in Section F.5 of the Task Order. This deliverable contains service request volumes and contractor performance against the service level metrics. All Performance Reports, including the raw data, shall be provided to the designated QAEs/Performance Monitors as requested in accordance with the Award Fee Process Timeline in Section 5.2.4.

5.2.1.3 Monthly Report Review

Performance Monitors, if appointed, will collect the Monthly Performance Reports from the Contractor, which they will review and analyze for accuracy, and, if required, provide an oral or written summary to the AFEB. If required, these summaries shall be provided in accordance with the Award Fee Process Timeline in Section 5.2.4.

5.2.2.3 Contractor Notification Letter

The AFEB Secretary will prepare a resultant summary report for AFEB Chairperson's approval. The AFEB Chairperson will use this report to inform the Contractor of the Government's midterm evaluation in accordance with the Award Fee Process Timeline in Section 5.2.4.

5.2.3 Award Fee Evaluation Procedure

This procedure is designed to ensure that the Award Fee Evaluation takes place in a timely and effective manner with proper documentation. The AFEB should meet after the end of evaluation period in accordance with the Award Fee Process Timeline in Section 5.2.4. The AFEB must have 75% of voting members present to make an official recommendation. The AFEB will document the performance that exceeds or falls below the satisfactory levels to substantiate the assigned score or ratings as appropriate.

5.2.3.1 Contractor Self Evaluation

After the rating period has ended the Contractor may provide its self-evaluation to the COR, in accordance with the Award Fee Process Timeline in Section 5.2.4. This self-assessment should be written with the option of presenting an oral self-assessment if requested by the AFEB.

5.2.3.2 Final Evaluation Reports

The QAEs/Performance Monitors, **if appointed**, will provide evaluations for the entire **quarterly** evaluation period. QAEs/Performance Monitors will submit final evaluation reports after the end date of the evaluation period to the AFEB Secretary in accordance with the Award Fee Process Timeline in Section 5.2.4. The final reports will be more comprehensive than the midterm reports.

5.2.3.3 Contractor Self Evaluation Presentation

The AFEB may request a presentation of the findings of the Contractor's self evaluation prior to the AFEB Meeting to discuss the report's preliminary finding and recommendations. This presentation generally lasts no longer than one hour. If necessary, a subsequent question-and-answer session is permissible.

5.2.3.4 AFEB Meeting and Memorandum to the AFDO

The AFEB, after receipt of the Contractor's self evaluation, will meet and evaluate all performance information it has obtained. The AFEB will review the QAEs/Performance Monitors' reports and prepare an Award Fee Evaluation Report. The Report will be a memorandum to the AFDO with the AFEB's recommendation.

5.2.3.5 AFEB Final Report

After meeting with the Contractor, the AFEB will finalize the report and present it to the AFDO in accordance with the Award Fee Process Timeline in Section 5.2.4. The report will recommend the award fee amount and any unresolved Contractor issues to the AFDO. The report will be developed using the format contained in Appendix 2.

5.2.3.6 Award Fee Determination Report

The AFDO will consider the final AFEB report and ensure compliance with the AFDP. The AFDO may accept, reject, or modify the AFEB recommendation. The AFDO will make the final determination of the award fee earned during the period. The AFDO's determination of the award fee amount of award fee earned and the basis of the determination will be stated in an Award Fee determination report and forwarded to the FEDSIM Contracting Officer for the task order file. The report will be developed using the format contained in Appendix 1.

5.2.3.7 Award Fee Determination Notice

The FEDSIM CO will prepare this notice to the Contractor stating the amount of the award fee earned for the evaluation period.

5.2.3.8 Contractor Invoice

The Contractor **may** invoice without a modification after receipt of the award fee determination notice.

5.2.4 Award Fee Process Timeline

Procedures Paragraph Reference	Procedure	Responsible Party	Due Date
5.2.1.1	Exclusions	Contractor	As required, within 5 working days of occurrence
5.2.1.2	Contractor Monthly Status Reports	Contractor	In accordance with Section F of the Task Order.
5.2.1.3	Monthly Status Report Review	Government	In accordance with Section F of the Task Order. Additional reviews will occur before the award fee evaluation board meeting.
5.2.3.1	Contractor Self-Evaluation	Contractor	(If provided) 10 calendar days after the end of each Award Fee Period
5.2.3.2	Final Evaluation Report	Government	(If Appointed), the report will be provided to AFEB members 2 business days prior to the AFEB meeting
5.2.3.4	AFEB Meeting and Summary Evaluation Report	Government	Within 15 calendar days after the end of the Full Period
5.2.3.5	AFEB Final Report	Government	Within 25 calendar days after the end of the Full Period
5.2.3.6	Award Fee Determination Report	Government	Within 30 calendar days after the end of the Full Period
7. 3.6	Contractor Invoice	Contractor	Determined by the Contractor

SECTION 6: EVALUATION CRITERIA AND WEIGHTS

The AFDP consists of award fee provisions for **three** distinct areas. The award fee areas are broken down as follows:

20%	Management Performance
40%	Cost Control
40%	Help Desk Performance

100%	Total

The following subjective criteria will be used during the evaluation and considered when determining the contractor-earned percentage of the overall Base Period award fee pool. The percentage of the Award Fee which corresponds to these ratings also is indicated.

6.1 Criteria 1: Management Performance – 20%

Management Performance is a subjective analysis which considers how effective the contractor is managing various elements of the Task Order. This includes the following:

- The effectiveness of the contractor moving from a transition state to a fully operational state (Award Fee Period 1 only)
- The ability of the contractor to staff and retain the Task Order with the appropriate skilled labor
- The effectiveness of communications within the program, and with the Government's program management staff
- The effectiveness of communications and interactions with all resolver groups, including other contractors
- The quality of the Tier 0 support artifacts, such as FAQs; and

6.2 Criteria 2: Cost Control – 40%

Cost Control is a subjective analysis which considers how effective the contractor is managing resources to ensure the Government receives maximum value. This includes the following:

- The effectiveness of anticipating surges in service requests, and being prepared to manage them before they occur
- The effectiveness with which the contractor can react to surges resulting in temporary spikes in service requests, and then withdraw those resources promptly to avoid unnecessary costs
- The effectiveness of the contractor to maximize productivity of staff to avoid unnecessary costs

6.3 Criteria 3: Help Desk Performance – 40%

Help Desk Performance is a subjective analysis which considers how effective the contractor's help desk in meeting user service requests. This includes the following:

- The proper functioning of the contractors technical solution, including, but not limited to, the IVR, and the FSD portal
- The contractors effectiveness in meeting service levels metrics, most notable, the call abandonment rate, wait times, and Tier 1 resolution percentages
- The contractors effectiveness in ensuring its staff remain current in its knowledge
- The contractors effectiveness in promoting continued innovation to serve the Government's interests

APPENDIX 1: AFEB Summary Evaluation Report

Date:

AFEB Chairperson Name:

Award Fee Period: from _____ to _____

(Attach additional pages, supporting data, etc. as needed.)

Management Performance: Rating Adjective

Discussion:

Strengths:

Weaknesses:

Cost Control: Rating Adjective

Discussion:

Strengths:

Weaknesses:

Help Desk Performance: Rating Adjective

Discussion:

Strengths:

Weaknesses:

Award fee rating recommended for this evaluation criteria and period of performance with recommended percentage earned.

AFB Chairperson Signature: _____

APPENDIX 2: AFEB Evaluator's Report

Instructions: Evaluators are requested to use bulletized format for submitting strengths, weaknesses and recommendations. Also, evaluators are encouraged to attach additional sheets, supporting data, etc. for the final report.

Date:

Evaluator Name and Title:

Award Fee Period: from _____ to _____

Evaluator's Primary Task Area(s) (check all that apply):

<input type="checkbox"/>	Management Performance
<input type="checkbox"/>	Cost Control
<input type="checkbox"/>	Help Desk Performance

Note: Evaluators are NOT limited to evaluating only their own task areas. Experiences in other areas should also be evaluated. However, please indicate in the boxes above your primary area(s) of responsibility.

Special Circumstances during this period and their impact:

Strengths of the Contractor's performance:

Weaknesses in the Contractor's performance (with examples and contract references):

Impact of the Contractor's performance on execution of the program:

Corrective actions recommended, if any:

Award fee rating recommended for this evaluation criteria and period of performance (with supporting examples):

Evaluator Signature: _____

ITIL® Glossary of Terms, Definitions and Acronyms

Term	Definition
Acceptance	Formal agreement that an IT Service, Process, Plan, or other Deliverable is complete, accurate, Reliable and meets its specified Requirements. See Service Acceptance Criteria Acceptance is usually preceded by Evaluation or Testing and is often required before proceeding to the next stage of a Project or Process.
Access Management	(Service Operation) The Process responsible for allowing Users to make use of IT Services, data, or other Assets. Access Management helps to protect the Confidentiality, Integrity and Availability of Assets by ensuring that only authorized Users are able to access or modify the Assets. Access Management is sometimes referred to as Rights Management or Identity Management.
Account Manager	(Service Strategy) A Role that is very similar to Business Relationship Manager, but includes more commercial aspects. Most commonly used when dealing with External Customers.
Accounting	(Service Strategy) The Process responsible for identifying actual Costs of delivering IT Services, comparing these with budgeted costs, and managing variance from the Budget.
Accredited	Officially authorized to carry out a Role. For example an Accredited body may be authorized to provide training or to conduct Audits.
Active Monitoring	(Service Operation) Monitoring of a Configuration Item or an IT Service that uses automated regular checks to discover the current status. See Passive Monitoring.
Activity	A set of actions designed to achieve a particular result. Activities are usually defined as part of Processes or Plans, and are documented in Procedures.
Agreed Service Time	(Service Design) A synonym for Service Hours, commonly used in formal calculations of Availability. See Downtime.
Agreement	A Document that describes a formal understanding between two or more parties. An Agreement is not legally binding, unless it forms part of a Contract. See Service Level Agreement, Operational Level Agreement.
Alert	(Service Operation) A warning that a threshold has been reached, something has changed, or a Failure has occurred. Alerts are often created and managed by System Management tools and are managed by the Event Management Process.
Analytical Modeling	(Service Strategy) (Service Design) (Continual Service Improvement) A technique that uses mathematical Models to predict the behavior of a Configuration Item or IT Service. Analytical Models are commonly used in Capacity Management and Availability Management. See Modeling.
Application	Software that provides Functions that are required by an IT Service. Each Application may be part of more than one IT Service. An Application runs on one or more Servers or Clients. See Application Management, Application Portfolio.

ITIL® V3 Glossary v3.1.24, 11 May 2007
Application Management to Attribute

Term	Definition
Application Management	(Service Design) (Service Operation) The Function responsible for managing Applications throughout their Lifecycle.
Application Portfolio	(Service Design) A database or structured Document used to manage Applications throughout their Lifecycle. The Application Portfolio contains key Attributes of all Applications. The Application Portfolio is sometimes implemented as part of the Service Portfolio, or as part of the Configuration Management System.
Application Service Provider (ASP)	(Service Design) An External Service Provider that provides IT Services using Applications running at the Service Provider's premises. Users access the Applications by network connections to the Service Provider.
Application Sizing	(Service Design) The Activity responsible for understanding the Resource Requirements needed to support a new Application, or a major Change to an existing Application. Application Sizing helps to ensure that the IT Service can meet its agreed Service Level Targets for Capacity and Performance.
Architecture	(Service Design) The structure of a System or IT Service, including the Relationships of Components to each other and to the environment they are in. Architecture also includes the Standards and Guidelines which guide the design and evolution of the System.
Assembly	(Service Transition) A Configuration Item that is made up from a number of other CIs. For example a Server CI may contain CIs for CPUs, Disks, Memory etc.; an IT Service CI may contain many Hardware, Software and other CIs. See Component CI, Build.
Assessment	Inspection and analysis to check whether a Standard or set of Guidelines is being followed, that Records are accurate, or that Efficiency and Effectiveness targets are being met. See Audit.
Asset	(Service Strategy) Any Resource or Capability. Assets of a Service Provider include anything that could contribute to the delivery of a Service. Assets can be one of the following types: Management, Organization, Process, Knowledge, People, Information, Applications, Infrastructure, and Financial Capital.
Asset Management	(Service Transition) Asset Management is the Process responsible for tracking and reporting the value and ownership of financial Assets throughout their Lifecycle. Asset Management is part of an overall Service Asset and Configuration Management Process. See Asset Register.
Asset Register	(Service Transition) A list of Assets, which includes their ownership and value. The Asset Register is maintained by Asset Management.
Attribute	(Service Transition) A piece of information about a Configuration Item. Examples are name, location, Version number, and Cost. Attributes of CIs are recorded in the Configuration Management Database (CMDB). See Relationship.

ITIL® V3 Glossary v3.1.24, 11 May 2007
Audit to Balanced Scorecard

Term	Definition
Audit	Formal inspection and verification to check whether a Standard or set of Guidelines is being followed, that Records are accurate, or that Efficiency and Effectiveness targets are being met. An Audit may be carried out by internal or external groups. See Certification, Assessment.
Authority Matrix	Synonym for RACI.
Automatic Call Distribution (ACD)	(Service Operation) Use of Information Technology to direct an incoming telephone call to the most appropriate person in the shortest possible time. ACD is sometimes called Automated Call Distribution.
Availability	(Service Design) Ability of a Configuration Item or IT Service to perform its agreed Function when required. Availability is determined by Reliability, Maintainability, Serviceability, Performance, and Security. Availability is usually calculated as a percentage. This calculation is often based on Agreed Service Time and Downtime. It is Best Practice to calculate Availability using measurements of the Business output of the IT Service.
Availability Management	(Service Design) The Process responsible for defining, analyzing, Planning, measuring and improving all aspects of the Availability of IT Services. Availability Management is responsible for ensuring that all IT Infrastructure, Processes, Tools, Roles etc are appropriate for the agreed Service Level Targets for Availability.
Availability Management Information System (AMIS)	(Service Design) A virtual repository of all Availability Management data, usually stored in multiple physical locations. See Service Knowledge Management System.
Availability Plan	(Service Design) A Plan to ensure that existing and future Availability Requirements for IT Services can be provided Cost Effectively.
Back-out	Synonym for Remediation.
Backup	(Service Design) (Service Operation) Copying data to protect against loss of Integrity or Availability of the original.
Balanced Scorecard	(Continual Service Improvement) A management tool developed by Drs. Robert Kaplan (Harvard Business School) and David Norton. A Balanced Scorecard enables a Strategy to be broken down into Key Performance Indicators. Performance against the KPIs is used to demonstrate how well the Strategy is being achieved. A Balanced Scorecard has 4 major areas, each of which has a small number of KPIs. The same 4 areas are considered at different levels of detail throughout the Organization.

ITIL® V3 Glossary v3.1.24, 11 May 2007
Baseline to Build

Term	Definition
Baseline	<p>(Continual Service Improvement) A Benchmark used as a reference point. For example:</p> <ul style="list-style-type: none"> · An ITSM Baseline can be used as a starting point to measure the effect of a Service Improvement Plan · A Performance Baseline can be used to measure changes in Performance over the lifetime of an IT Service · A Configuration Management Baseline can be used to enable the IT Infrastructure to be restored to a known Configuration if a Change or Release fails
Benchmark	<p>(Continual Service Improvement) The recorded state of something at a specific point in time. A Benchmark can be created for a Configuration, a Process, or any other set of data. For example, a benchmark can be used in:</p> <ul style="list-style-type: none"> · Continual Service Improvement, to establish the current state for managing improvements. · Capacity Management, to document Performance characteristics during normal operations. <p>See Benchmarking, Baseline</p>
Benchmarking	<p>(Continual Service Improvement) Comparing a Benchmark with a Baseline or with Best Practice. The term Benchmarking is also used to mean creating a series of Benchmarks over time, and comparing the results to measure progress or improvement.</p>
Best Practice	<p>Proven Activities or Processes that has been successfully used by multiple Organizations. ITIL is an example of Best Practice.</p>
Brainstorming	<p>(Service Design) A technique that helps a team to generate ideas. Ideas are not reviewed during the Brainstorming session, but at a later stage. Brainstorming is often used by Problem Management to identify possible causes.</p>
British Standards Institution (BSI)	<p>The UK National Standards body, responsible for creating and maintaining British Standards. See http://www.bsi-global.com for more information. See ISO.</p>
Budget	<p>A list of all the money an Organization or Business Unit plans to receive, and plans to pay out, over a specified period of time. See Budgeting, Planning.</p>
Budgeting	<p>The Activity of predicting and controlling the spending of money. Consists of a periodic negotiation cycle to set future Budgets (usually annual) and the day-to-day monitoring and adjusting of current Budgets.</p>
Build	<p>(Service Transition) The Activity of assembling a number of Configuration Items to create part of an IT Service. The term Build is also used to refer to a Release that is authorized for distribution. For example Server Build or laptop Build. See Configuration Baseline.</p>

ITIL® V3 Glossary v3.1.24, 11 May 2007
Build Environment to Business Operations

Term	Definition
Build Environment	(Service Transition) A controlled Environment where Applications, IT Services and other Builds are assembled prior to being moved into a Test or Live Environment.
Business	(Service Strategy) An overall corporate entity or Organization formed of a number of Business Units. In the context of ITSM, the term Business includes public sector and not-for-profit organizations, as well as companies. An IT Service Provider provides IT Services to a Customer within a Business. The IT Service Provider may be part of the same Business as their Customer (Internal Service Provider), or part of another Business (External Service Provider).
Business Capacity Management (BCM)	(Service Design) In the context of ITSM, Business Capacity Management is the Activity responsible for understanding future Business Requirements for use in the Capacity Plan. See Service Capacity Management.
Business Case	(Service Strategy) Justification for a significant item of expenditure. Includes information about Costs, benefits, options, issues, Risks, and possible problems. See Cost Benefit Analysis.
Business Continuity Management (BCM)	(Service Design) The Business Process responsible for managing Risks that could seriously impact the Business. BCM safeguards the interests of key stakeholders, reputation, brand and value creating activities. The BCM Process involves reducing Risks to an acceptable level and planning for the recovery of Business Processes should a disruption to the Business occur. BCM sets the Objectives, Scope and Requirements for IT Service Continuity Management.
Business Continuity Plan (BCP)	(Service Design) A Plan defining the steps required to Restore Business Processes following a disruption. The Plan will also identify the triggers for Invocation, people to be involved, communications etc. IT Service Continuity Plans form a significant part of Business Continuity Plans.
Business Customer	(Service Strategy) A recipient of a product or a Service from the Business. For example if the Business is a car manufacturer then the Business Customer is someone who buys a car.
Business Impact Analysis (BIA)	(Service Strategy) BIA is the Activity in Business Continuity Management that identifies Vital Business Functions and their dependencies. These dependencies may include Suppliers, people, other Business Processes, IT Services etc. BIA defines the recovery requirements for IT Services. These requirements include Recovery Time Objectives, Recovery Point Objectives and minimum Service Level Targets for each IT Service.
Business Objective	(Service Strategy) The Objective of a Business Process, or of the Business as a whole. Business Objectives support the Business Vision, provide guidance for the IT Strategy, and are often supported by IT Services.
Business Operations	(Service Strategy) The day-to-day execution, monitoring and management of Business Processes.

ITIL® V3 Glossary v3.1.24, 11 May 2007
Business Perspective to Call Type

Term	Definition
Business Perspective	(Continual Service Improvement) An understanding of the Service Provider and IT Services from the point of view of the Business, and an understanding of the Business from the point of view of the Service Provider.
Business Process	A Process that is owned and carried out by the Business. A Business Process contributes to the delivery of a product or Service to a Business Customer. For example, a retailer may have a purchasing Process which helps to deliver Services to their Business Customers. Many Business Processes rely on IT Services.
Business Relationship Management	(Service Strategy) The Process or Function responsible for maintaining a Relationship with the Business. BRM usually includes: <ul style="list-style-type: none"> · Managing personal Relationships with Business managers · Providing input to Service Portfolio Management · Ensuring that the IT Service Provider is satisfying the Business needs of the Customers This Process has strong links with Service Level Management
Business Relationship Manager (BRM)	(Service Strategy) A Role responsible for maintaining the Relationship with one or more Customers. This Role is often combined with the Service Level Manager Role. See Account Manager.
Business Service	An IT Service that directly supports a Business Process, as opposed to an Infrastructure Service which is used internally by the IT Service Provider and is not usually visible to the Business. The term Business Service is also used to mean a Service that is delivered to Business Customers by Business Units. For example delivery of financial services to Customers of a bank, or goods to the Customers of a retail store. Successful delivery of Business Services often depends on one or more IT Services.
Business Service Management (BSM)	(Service Strategy) (Service Design) An approach to the management of IT Services that considers the Business Processes supported and the Business value provided. This term also means the management of Business Services delivered to Business Customers.
Business Unit	(Service Strategy) A segment of the Business which has its own Plans, Metrics, income and Costs. Each Business Unit owns Assets and uses these to create value for Customers in the form of goods and Services.
Call	(Service Operation) A telephone call to the Service Desk from a User. A Call could result in an Incident or a Service Request being logged.
Call Center	(Service Operation) An Organization or Business Unit which handles large numbers of incoming and outgoing telephone calls. See Service Desk.
Call Type	(Service Operation) A Category that is used to distinguish incoming requests to a Service Desk. Common Call Types are Incident, Service Request and Complaint.

ITIL® V3 Glossary v3.1.24, 11 May 2007
Capability to Capacity Planning

Term	Definition
Capability	(Service Strategy) The ability of an Organization, person, Process, Application, Configuration Item or IT Service to carry out an Activity. Capabilities are intangible Assets of an Organization. See Resource.
Capability Maturity Model (CMM)	(Continual Service Improvement) The Capability Maturity Model for Software (also known as the CMM and SW-CMM) is a model used to identify Best Practices to help increase Process Maturity. CMM was developed at the Software Engineering Institute (SEI) of Carnegie Mellon University. In 2000, the SW-CMM was upgraded to CMMI® (Capability Maturity Model Integration). The SEI no longer maintains the SW-CMM model, its associated appraisal methods, or training materials.
Capability Maturity Model Integration (CMMI)	(Continual Service Improvement) Capability Maturity Model® Integration (CMMI) is a process improvement approach developed by the Software Engineering Institute (SEI) of Carnegie Mellon University. CMMI provides organizations with the essential elements of effective processes. It can be used to guide process improvement across a project, a division, or an entire organization. CMMI helps integrate traditionally separate organizational functions, set process improvement goals and priorities, provide guidance for quality processes, and provide a point of reference for appraising current processes. See http://www.sei.cmu.edu/cmmi/ for more information. See CMM, Continuous Improvement, Maturity.
Capacity	(Service Design) The maximum Throughput that a Configuration Item or IT Service can deliver whilst meeting agreed Service Level Targets. For some types of CI, Capacity may be the size or volume, for example a disk drive.
Capacity Management	(Service Design) The Process responsible for ensuring that the Capacity of IT Services and the IT Infrastructure is able to deliver agreed Service Level Targets in a Cost Effective and timely manner. Capacity Management considers all Resources required to deliver the IT Service, and plans for short, medium and long term Business Requirements.
Capacity Management Information System (CMIS)	(Service Design) A virtual repository of all Capacity Management data, usually stored in multiple physical locations. See Service Knowledge Management System.
Capacity Plan	(Service Design) A Capacity Plan is used to manage the Resources required to deliver IT Services. The Plan contains scenarios for different predictions of Business demand, and costed options to deliver the agreed Service Level Targets.
Capacity Planning	(Service Design) The Activity within Capacity Management responsible for creating a Capacity Plan.

ITIL® V3 Glossary v3.1.24, 11 May 2007
Capital Expenditure (CAPEX) to Change Model

Term	Definition
Capital Expenditure (CAPEX)	(Service Strategy) The Cost of purchasing something that will become a financial Asset, for example computer equipment and buildings. The value of the Asset is Depreciated over multiple accounting periods.
Capital Item	(Service Strategy) An Asset that is of interest to Financial Management because it is above an agreed financial value.
Capitalization	(Service Strategy) Identifying major Cost as capital, even though no Asset is purchased. This is done to spread the impact of the Cost over multiple accounting periods. The most common example of this is software development, or purchase of a software license.
Term Category	A named group of things that have something in common. Categories are used to group similar things together. For example Cost Types are used to group similar types of Cost. Incident Categories are used to group similar types of Incident; CI Types are used to group similar types of Configuration Item.
Certification	Issuing a certificate to confirm Compliance to a Standard. Certification includes a formal Audit by an independent and Accredited body. The term Certification is also used to mean awarding a certificate to verify that a person has achieved a qualification.
Change	(Service Transition) The addition, modification or removal of anything that could have an effect on IT Services. The Scope should include all IT Services, Configuration Items, Processes, Documentation etc.
Change Advisory Board (CAB)	(Service Transition) A group of people that advises the Change Manager in the Assessment, prioritization and scheduling of Changes. This board is usually made up of representatives from all areas within the IT Service Provider, the Business, and Third Parties such as Suppliers.
Change Case	(Service Operation) A technique used to predict the impact of proposed Changes. Change Cases use specific scenarios to clarify the scope of proposed Changes and to help with Cost Benefit Analysis. See Use Case.
Change History	(Service Transition) Information about all changes made to a Configuration Item during its life. Change History consists of all those Change Records that apply to the CI.
Change Management	(Service Transition) The Process responsible for controlling the Lifecycle of all Changes. The primary objective of Change Management is to enable beneficial Changes to be made, with minimum disruption to IT Services.
Change Model	(Service Transition) A repeatable way of dealing with a particular Category of Change. A Change Model defines specific pre-defined steps that will be followed for a Change of this Category. Change Models may be very simple, with no requirement for approval (e.g. Password Reset) or may be very complex with many steps that require approval (e.g. major software Release). See Standard Change, Change Advisory Board.

ITIL® V3 Glossary v3.1.24, 11 May 2007
Change Record to COBIT

Term	Definition
Change Record	(Service Transition) A Record containing the details of a Change. Each Change Record documents the Lifecycle of a single Change. A Change Record is created for every Request for Change that is received, even those that are subsequently rejected. Change Records should reference the Configuration Items that are affected by the Change. Change Records are stored in the Configuration Management System.
Change Request	Synonym for Request for Change.
Change Schedule	(Service Transition) A Document that lists all approved Changes and their planned implementation dates. A Change Schedule is sometimes called a Forward Schedule of Change, even though it also contains information about Changes that have already been implemented.
Change Window	(Service Transition) A regular, agreed time when Changes or Releases may be implemented with minimal impact on Services. Change Windows are usually documented in SLAs.
Charging	(Service Strategy) Requiring payment for IT Services. Charging for IT Services is optional, and many Organizations choose to treat their IT Service Provider as a Cost Centre.
Chronological Analysis	(Service Operation) A technique used to help identify possible causes of Problems. All available data about the Problem is collected and sorted by date and time to provide a detailed timeline. This can make it possible to identify which Events may have been triggered by others.
CI Type	(Service Transition) A Category that is used to Classify CIs. The CI Type identifies the required Attributes and Relationships for a Configuration Record. Common CI Types include: hardware, Document, User etc.
Classification	The act of assigning a Category to something. Classification is used to ensure consistent management and reporting. CIs, Incidents, Problems, Changes etc. are usually classified.
Client	A generic term that means a Customer, the Business or a Business Customer. For example Client Manager may be used as a synonym for Account Manager. The term client is also used to mean: <ul style="list-style-type: none"> · A computer that is used directly by a User, for example a PC, Handheld Computer, or Workstation. · The part of a Client-Server Application that the User directly interfaces with. For example an email Client.
Closed	(Service Operation) The final Status in the Lifecycle of an Incident, Problem, Change etc. When the Status is Closed, no further action is taken.
Closure	(Service Operation) The act of changing the Status of an Incident, Problem, Change etc. to Closed.
COBIT	(Continual Service Improvement) Control Objectives for Information and related Technology (COBIT) provides guidance and Best Practice for the management of IT Processes. COBIT is published by the IT Governance Institute. See http://www.isaca.org/ for more information.

ITIL® V3 Glossary v3.1.24, 11 May 2007
Code of Practice to Configuration Control

Term	Definition
Code of Practice	A Guideline published by a public body or a Standards Organization, such as ISO or BSI. Many Standards consist of a Code of Practice and a Specification. The Code of Practice describes recommended Best Practice.
Cold Standby	Synonym for Gradual Recovery.
Commercial off the Shelf (COTS)	(Service Design) Application software or Middleware that can be purchased from a Third Party.
Compliance	Ensuring that a Standard or set of Guidelines is followed, or that proper, consistent accounting or other practices are being employed.
Component	A general term that is used to mean one part of something more complex. For example, a computer System may be a component of an IT Service; an Application may be a Component of a Release Unit. Components that need to be managed should be Configuration Items.
Component Capacity Management (CCM)	(Service Design) (Continual Service Improvement) The Process responsible for understanding the Capacity, Utilization, and Performance of Configuration Items. Data is collected, recorded and analyzed for use in the Capacity Plan. See Service Capacity Management.
Component CI	(Service Transition) A Configuration Item that is part of an Assembly. For example, a CPU or Memory CI may be part of a Server CI.
Component Failure Impact Analysis (CFIA)	(Service Design) A technique that helps to identify the impact of CI failure on IT Services. A matrix is created with IT Services on one edge and CIs on the other. This enables the identification of critical CIs (that could cause the failure of multiple IT Services) and of fragile IT Services (that have multiple Single Points of Failure).
Computer Telephony Integration (CTI)	(Service Operation) CTI is a general term covering any kind of integration between computers and telephone Systems. It is most commonly used to refer to Systems where an Application displays detailed screens relating to incoming or outgoing telephone calls. See Automatic Call Distribution, Interactive Voice Response.
Concurrency	A measure of the number of Users engaged in the same Operation at the same time.
Confidentiality	(Service Design) A security principle that requires that data should only be accessed by authorized people.
Configuration	(Service Transition) A generic term, used to describe a group of Configuration Items that work together to deliver an IT Service, or a recognizable part of an IT Service. Configuration is also used to describe the parameter settings for one or more CIs.
Configuration Baseline	(Service Transition) A Baseline of a Configuration that has been formally agreed and is managed through the Change Management process. A Configuration Baseline is used as a basis for future Builds, Releases and Changes.
Configuration Control	(Service Transition) The Activity responsible for ensuring that adding, modifying or removing a CI is properly managed, for example by submitting a Request for Change or Service Request.

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Configuration Identification to Continual Service Improvement (CSI)

Term	Definition
Configuration Identification	(Service Transition) The Activity responsible for collecting information about Configuration Items and their Relationships, and loading this information into the CMDB. Configuration Identification is also responsible for labeling the CIs themselves, so that the corresponding Configuration Records can be found.
Configuration Item (CI)	(Service Transition) Any Component that needs to be managed in order to deliver an IT Service. Information about each CI is recorded in a Configuration Record within the Configuration Management System and is maintained throughout its Lifecycle by Configuration Management. CIs are under the control of Change Management. CIs typically include IT Services, hardware, software, buildings, people, and formal documentation such as Process documentation and SLAs.
Configuration Management	(Service Transition) The Process responsible for maintaining information about Configuration Items required to deliver an IT Service, including their Relationships. This information is managed throughout the Lifecycle of the CI. Configuration Management is part of an overall Service Asset and Configuration Management Process.
Configuration Management Database (CMDB)	(Service Transition) A database used to store Configuration Records throughout their Lifecycle. The Configuration Management System maintains one or more CMDBs, and each CMDB stores Attributes of CIs, and Relationships with other CIs.
Configuration Management System (CMS)	(Service Transition) A set of tools and databases that are used to manage an IT Service Provider's Configuration data. The CMS also includes information about Incidents, Problems, Known Errors, Changes and Releases; and may contain data about employees, Suppliers, locations, Business Units, Customers and Users. The CMS includes tools for collecting, storing, managing, updating, and presenting data about all Configuration Items and their Relationships. The CMS is maintained by Configuration Management and is used by all IT Service Management Processes. See Configuration Management Database, Service Knowledge Management System.
Configuration Record	(Service Transition) A Record containing the details of a Configuration Item. Each Configuration Record documents the Lifecycle of a single CI. Configuration Records are stored in a Configuration Management Database.
Configuration Structure	(Service Transition) The hierarchy and other Relationships between all the Configuration Items that comprise a Configuration.
Continual Service Improvement (CSI)	(Continual Service Improvement) A stage in the Lifecycle of an IT Service and the title of one of the Core ITIL publications. Continual Service Improvement is responsible for managing improvements to IT Service Management Processes and IT Services. The Performance of the IT Service Provider is continually measured and improvements are made to Processes, IT Services and IT Infrastructure in order to increase Efficiency, Effectiveness, and Cost Effectiveness. See Plan-Do-Check-Act.

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Continuous Availability to Cost Benefit Analysis

Term	Definition
Continuous Availability	(Service Design) An approach or design to achieve 100% Availability. A Continuously Available IT Service has no planned or unplanned Downtime.
Continuous Operation	(Service Design) An approach or design to eliminate planned Downtime of an IT Service. Note that individual Configuration Items may be down even though the IT Service is Available.
Contract	A legally binding Agreement between two or more parties.
Contract Portfolio	(Service Strategy) A database or structured Document used to manage Service Contracts or Agreements between an IT Service Provider and their Customers. Each IT Service delivered to a Customer should have a Contract or other Agreement which is listed in the Contract Portfolio. See Service Portfolio, Service Catalogue.
Control	A means of managing a Risk, ensuring that a Business Objective is achieved, or ensuring that a Process is followed. Example Controls include Policies, Procedures, Roles, RAID, door-locks etc. A control is sometimes called a Countermeasure or safeguard. Control also means to manage the utilization or behavior of a Configuration Item, System or IT Service.
Control Objectives for Information and related Technology (COBIT)	See COBIT.
Control perspective	(Service Strategy) An approach to the management of IT Services, Processes, Functions, Assets etc. There can be several different Control Perspectives on the same IT Service, Process etc., allowing different individuals or teams to focus on what is important and relevant to their specific Role. Example Control Perspectives include Reactive and Proactive management within IT Operations, or a Lifecycle view for an Application Project team.
Control Processes	The ISO/IEC 20000 Process group that includes Change Management and Configuration Management.
Core Service	(Service Strategy) An IT Service that delivers basic Outcomes desired by one or more Customers. See Supporting Service, Core Service Package.
Core Service Package (CSP)	(Service Strategy) A detailed description of a Core Service that may be shared by two or more Service Level Packages. See Service Package.
Cost	The amount of money spent on a specific Activity, IT Service, or Business Unit. Costs consist of real cost (money), notional cost such as people's time, and Depreciation.
Cost Benefit Analysis	An Activity that analyses and compares the Costs and the benefits involved in one or more alternative courses of action. See Business Case, Net Present Value, Internal Rate of Return, Return on Investment, Value on Investment.

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Cost Centre to Critical Success Factor (CSF)

Term	Definition
Cost Centre	(Service Strategy) A Business Unit or Project to which Costs are assigned. A Cost Centre does not charge for Services provided. An IT Service Provider can be run as a Cost Centre or a Profit Centre.
Cost Effectiveness	A measure of the balance between the Effectiveness and Cost of a Service, Process or activity, A Cost Effective Process is one which achieves its Objectives at minimum Cost. See KPI, Return on Investment, Value for Money.
Cost Element	(Service Strategy) The middle level of category to which Costs are assigned in Budgeting and Accounting. The highest level category is Cost Type. For example a Cost Type of "people" could have cost elements of payroll, staff benefits, expenses, training, overtime etc. Cost Elements can be further broken down to give Cost Units. For example the Cost Element "expenses" could include Cost Units of Hotels, Transport, Meals etc.
Cost Management	(Service Strategy) A general term that is used to refer to Budgeting and Accounting, sometimes used as a synonym for Financial Management
Cost Type	(Service Strategy) The highest level of category to which Costs are assigned in Budgeting and Accounting. For example hardware, software, people, accommodation, external and Transfer. See Cost Element, Cost Type.
Cost Unit	(Service Strategy) The lowest level of category to which Costs are assigned, Cost Units are usually things that can be easily counted (e.g. staff numbers, software licenses) or things easily measured (e.g. CPU usage, Electricity consumed). Cost Units are included within Cost Elements. For example a Cost Element of "expenses" could include Cost Units of Hotels, Transport, Meals, etc. See Cost Type.
Countermeasure	Can be used to refer to any type of Control. The term Countermeasure is most often used when referring to measures that increase Resilience, Fault Tolerance or Reliability of an IT Service.
Course Corrections	Changes made to a Plan or Activity that has already started to ensure that it will meet its Objectives. Course corrections are made as a result of Monitoring progress.
CRAMM	A methodology and tool for analyzing and managing Risks. CRAMM was developed by the UK Government, but is now privately owned. Further information is available from http://www.cramm.com/
Crisis Management	The Process responsible for managing the wider implications of Business Continuity. A Crisis Management team is responsible for Strategic issues such as managing media relations and shareholder confidence, and decides when to invoke Business Continuity Plans.
Critical Success Factor (CSF)	Something that must happen if a Process, Project, Plan, or IT Service is to succeed. KPIs are used to measure the achievement of each CSF. For example a CSF of "protect IT Services when making Changes" could be measured by KPIs such as "percentage reduction of unsuccessful Changes", "percentage reduction in Changes causing Incidents" etc.

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Culture to Deployment

Term	Definition
Culture	A set of values that is shared by a group of people, including expectations about how people should behave, ideas, beliefs, and practices. See Vision.
Customer	Someone who buys goods or Services. The Customer of an IT Service Provider is the person or group who defines and agrees the Service Level Targets. The term Customers is also sometimes informally used to mean Users, for example "this is a Customer focused Organization".
Customer Portfolio	(Service Strategy) A database or structured Document used to record all Customers of the IT Service Provider. The Customer Portfolio is the Business Relationship Manager's view of the Customers who receive Services from the IT Service Provider. See Contract Portfolio, Service Portfolio.
Dashboard	(Service Operation) A graphical representation of overall IT Service Performance and Availability. Dashboard images may be updated in real-time, and can also be included in management reports and web pages. Dashboards can be used to support Service Level Management, Event Management or Incident Diagnosis.
Data-to-Information-to-Knowledge-to-Wisdom (DIKW)	A way of understanding the relationships between data, information, knowledge, and wisdom. DIKW shows how each of these builds on the others.
Definitive Media Library (DML)	(Service Transition) One or more locations in which the definitive and approved versions of all software Configuration Items are securely stored. The DML may also contain associated CIs such as licenses and documentation. The DML is a single logical storage area even if there are multiple locations. All software in the DML is under the control of Change and Release Management and is recorded in the Configuration Management System. Only software from the DML is acceptable for use in a Release.
Deliverable	Something that must be provided to meet a commitment in a Service Level Agreement or a Contract. Deliverable is also used in a more informal way to mean a planned output of any Process.
Demand Management	Activities that understand and influence Customer demand for Services and the provision of Capacity to meet these demands. At a Strategic level Demand Management can involve analysis of Patterns of Business Activity and User Profiles. At a Tactical level it can involve use of Differential Charging to encourage Customers to use IT Services at less busy times. See Capacity Management.
Deming Cycle	Synonym for Plan Do Check Act.
Dependency	The direct or indirect reliance of one Process or Activity upon another.
Deployment	(Service Transition) The Activity responsible for movement of new or changed hardware, software, documentation, Process, etc to the Live Environment. Deployment is part of the Release and Deployment Management Process. See Rollout.

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Depreciation to Downtime

Term	Definition
Depreciation	(Service Strategy) A measure of the reduction in value of an Asset over its life. This is based on wearing out, consumption or other reduction in the useful economic value.
Design	(Service Design) An Activity or Process that identifies Requirements and then defines a solution that is able to meet these Requirements. See Service Design.
Detection	(Service Operation) A stage in the Incident Lifecycle. Detection results in the Incident becoming known to the Service Provider. Detection can be automatic, or can be the result of a User logging an Incident.
Development	(Service Design) The Process responsible for creating or modifying an IT Service or Application. Also used to mean the Role or group that carries out Development work.
Development Environment	(Service Design) An Environment used to create or modify IT Services or Applications. Development Environments are not typically subjected to the same degree of control as Test Environments or Live Environments. See Development.
Diagnosis	(Service Operation) A stage in the Incident and Problem Lifecycles. The purpose of Diagnosis is to identify a Workaround for an Incident or the Root Cause of a Problem.
Diagnostic Script	(Service Operation) A structured set of questions used by Service Desk staff to ensure they ask the correct questions, and to help them Classify, Resolve and assign Incidents. Diagnostic Scripts may also be made available to Users to help them diagnose and resolve their own Incidents.
Differential Charging	A technique used to support Demand Management by charging different amounts for the same IT Service Function at different times.
Direct Cost	(Service Strategy) A cost of providing an IT Service which can be allocated in full to a specific Customer, Cost Centre, Project etc. For example cost of providing non-shared servers or software licenses. See Indirect Cost.
Directory Service	(Service Operation) An Application that manages information about IT Infrastructure available on a network, and corresponding User access Rights.
Do Nothing	(Service Design) A Recovery Option. The Service Provider formally agrees with the Customer that Recovery of this IT Service will not be performed.
Document	Information in readable form. A Document may be paper or electronic. For example a Policy statement, Service Level Agreement, Incident Record, diagram of computer room layout. See Record.
Downtime	(Service Design) (Service Operation) The time when a Configuration Item or IT Service is not Available during its Agreed Service Time. The Availability of an IT Service is often calculated from Agreed Service Time and Downtime.

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Driver to Environment

Term	Definition
Driver	Something that influences Strategy, Objectives or Requirements. For example new legislation or the actions of competitors.
Early Life Support	(Service Transition) Support provided for a new or Changed IT Service for a period of time after it is Released. During Early Life Support the IT Service Provider may review the KPIs, Service Levels and Monitoring Thresholds, and provide additional Resources for Incident and Problem Management.
Economies of scale	(Service Strategy) The reduction in average Cost that is possible from increasing the usage of an IT Service or Asset. See Economies of Scope.
Economies of scope	(Service Strategy) The reduction in Cost that is allocated to an IT Service by using an existing Asset for an additional purpose. For example delivering a new IT Service from existing IT Infrastructure. See Economies of Scale.
Effectiveness	(Continual Service Improvement) A measure of whether the Objectives of a Process, Service or Activity have been achieved. An Effective Process or Activity is one that achieves its agreed Objectives. See KPI.
Efficiency	(Continual Service Improvement) A measure of whether the right amount of resources have been used to deliver a Process, Service or Activity. An Efficient Process achieves its Objectives with the minimum amount of time, money, people or other resources. See KPI.
Emergency Change	(Service Transition) A Change that must be introduced as soon as possible. For example to resolve a Major Incident or implement a Security patch. The Change Management Process will normally have a specific Procedure for handling Emergency Changes. See Emergency Change Advisory Board (ECAB).
Emergency Change Advisory Board (ECAB)	(Service Transition) A sub-set of the Change Advisory Board who make decisions about high impact Emergency Changes. Membership of the ECAB may be decided at the time a meeting is called, and depends on the nature of the Emergency Change.
Environment	(Service Transition) A subset of the IT Infrastructure that is used for a particular purpose. For Example: Live Environment, Test Environment, Build Environment. It is possible for multiple Environments to share a Configuration Item, for example Test and Live Environments may use different partitions on a single mainframe computer. Also used in the term Physical Environment to mean the accommodation, air conditioning, power system etc. Environment is also used as a generic term to mean the external conditions that influence or affect something.

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Error to Exception Report

Term	Definition
Error	(Service Operation) A design flaw or malfunction that causes a Failure of one or more Configuration Items or IT Services. A mistake made by a person or a faulty Process that impacts a CI or IT Service is also an Error.
Escalation	(Service Operation) An Activity that obtains additional Resources when these are needed to meet Service Level Targets or Customer expectations. Escalation may be needed within any IT Service Management Process, but is most commonly associated with Incident Management, Problem Management and the management of Customer complaints. There are two types of Escalation, Functional Escalation and Hierarchic Escalation.
eSourcing Capability Model for Client Organizations (eSCM-CL)	(Service Strategy) A framework to help Organizations guide their analysis and decisions on Service Sourcing Models and Strategies. eSCM-CL was developed by Carnegie Mellon University. See eSCM-SP.
eSourcing Capability Model for Service Providers (eSCM-SP)	(Service Strategy) A framework to help IT Service Providers develop their IT Service Management Capabilities from a Service Sourcing perspective. eSCM-SP was developed by Carnegie Mellon University. See eSCM-CL.
Estimation	The use of experience to provide an approximate value for a Metric or Cost. Estimation is also used in Capacity and Availability Management as the cheapest and least accurate Modeling method.
Evaluation	(Service Transition) The Process responsible for assessing a new or Changed IT Service to ensure that Risks have been managed and to help determine whether to proceed with the Change. Evaluation is also used to mean comparing an actual Outcome with the intended Outcome, or comparing one alternative with another.
Event	(Service Operation) A change of state which has significance for the management of a Configuration Item or IT Service. The term Event is also used to mean an Alert or notification created by any IT Service, Configuration Item or Monitoring tool. Events typically require IT Operations personnel to take actions, and often lead to Incidents being logged.
Event Management	(Service Operation) The Process responsible for managing Events throughout their Lifecycle. Event Management is one of the main Activities of IT Operations.
Exception Report	A Document containing details of one or more KPIs or other important targets that have exceeded defined Thresholds. Examples include SLA targets being missed or about to be missed, and a Performance Metric indicating a potential Capacity problem.

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Expanded Incident Lifecycle to Fault Tree Analysis (FTA)

Term	Definition
Expanded Incident Lifecycle	(Availability Management) Detailed stages in the Lifecycle of an Incident. The stages are Detection, Diagnosis, Repair, Recovery, and Restoration. The Expanded Incident Lifecycle is used to help understand all contributions to the Impact of Incidents and to Plan how these could be controlled or reduced.
External Customer	A Customer who works for a different Business to the IT Service Provider. See External Service Provider, Internal Customer.
External Metric	A Metric that is used to measure the delivery of IT Service to a Customer. External Metrics are usually defined in SLAs and reported to Customers. See Internal Metric.
External Service Provider	(Service Strategy) An IT Service Provider which is part of a different Organization to their Customer. An IT Service Provider may have both Internal Customers and External Customers. See Type III Service Provider.
External Sourcing	Synonym for Outsourcing.
Facilities Management	(Service Operation) The Function responsible for managing the physical Environment where the IT Infrastructure is located. Facilities Management includes all aspects of managing the physical Environment, for example power and cooling, building Access Management, and environmental Monitoring.
Failure	(Service Operation) Loss of ability to Operate to Specification, or to deliver the required output. The term Failure may be used when referring to IT Services, Processes, Activities, Configuration Items, etc. A Failure often causes an Incident.
Failure Modes and Effects Analysis (FMEA)	An approach to assessing the potential Impact of Failures. FMEA involves analyzing what would happen after Failure of each Configuration Item, all the way up to the effect on the Business. FMEA is often used in Information Security Management and in IT Service Continuity Planning.
Fast Recovery	(Service Design) A Recovery Option which is also known as Hot Standby. Provision is made to Recover the IT Service in a short period of time, typically less than 24 hours. Fast Recovery typically uses a dedicated Fixed Facility with computer Systems, and software configured ready to run the IT Services. Immediate Recovery may take up to 24 hours if there is a need to Restore data from Backups.
Fault	Synonym for Error.
Fault Tolerance	(Service Design) The ability of an IT Service or Configuration Item to continue to Operate correctly after Failure of a Component part. See Resilience, Countermeasure.
Fault Tree Analysis (FTA)	(Service Design) (Continual Service Improvement) A technique that can be used to determine the chain of Events that leads to a Problem. Fault Tree Analysis represents a chain of Events using Boolean notation in a diagram.

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Financial Management to Function

Term	Definition
Financial Management	(Service Strategy) The Function and Processes responsible for managing an IT Service Provider's Budgeting, Accounting and Charging Requirements.
First-line Support	(Service Operation) The first level in a hierarchy of Support Groups involved in the resolution of Incidents. Each level contains more specialist skills, or has more time or other Resources. See Escalation.
Fishbone Diagram	Synonym for Ishikawa Diagram.
Fit for Purpose	An informal term used to describe a Process, Configuration Item, IT Service etc. that is capable of meeting its Objectives or Service Levels. Being Fit for Purpose requires suitable Design, implementation, Control and maintenance.
Fixed Cost	(Service Strategy) A Cost that does not vary with IT Service usage. For example the cost of Server hardware. See Variable Cost.
Fixed Facility	(Service Design) A permanent building, available for use when needed by an IT Service Continuity Plan. See Recovery Option, Portable Facility.
Follow the Sun	(Service Operation) A methodology for using Service Desks and Support Groups around the world to provide seamless 24 * 7 Service. Calls, Incidents, Problems and Service Requests are passed between groups in different time zones.
Fulfillment	Performing Activities to meet a need or Requirement. For example by providing a new IT Service, or meeting a Service Request.
Function	A team or group of people and the tools they use to carry out one or more Processes or Activities. For example the Service Desk. The term Function also has two other meanings <ul style="list-style-type: none"> o An intended purpose of a Configuration Item, Person, Team, Process, or IT Service. For example one Function of an Email Service may be to store and forward outgoing mails, one Function of a Business Process may be to dispatch goods to Customers. o To perform the intended purpose correctly, "The computer is Functioning"

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Functional Escalation to Impact

Term	Definition
Functional Escalation	(Service Operation) Transferring an Incident, Problem or Change to a technical team with a higher level of expertise to assist in an Escalation.
Gap Analysis	(Continual Service Improvement) An Activity which compares two sets of data and identifies the differences. Gap Analysis is commonly used to compare a set of Requirements with actual delivery. See Benchmarking.
Governance	Ensuring that Policies and Strategy are actually implemented, and that required Processes are correctly followed. Governance includes defining Roles and responsibilities, measuring and reporting, and taking actions to resolve any issues identified.
Gradual Recovery	(Service Design) A Recovery Option which is also known as Cold Standby. Provision is made to Recover the IT Service in a period of time greater than 72 hours. Gradual Recovery typically uses a Portable or Fixed Facility that has environmental support and network cabling, but no computer Systems. The hardware and software are installed as part of the IT Service Continuity Plan.
Guideline	A Document describing Best Practice and recommends what should be done. Compliance to a guideline is not normally enforced. See Standard.
Help Desk	(Service Operation) A point of contact for Users to log Incidents. A Help Desk is usually more technically focused than a Service Desk and does not provide a Single Point of Contact for all interaction. The term Help Desk is often used as a synonym for Service Desk.
Hierarchic Escalation	(Service Operation) Informing or involving more senior levels of management to assist in an Escalation.
High Availability	(Service Design) An approach or Design that minimizes or hides the effects of Configuration Item Failure on the Users of an IT Service. High Availability solutions are Designed to achieve an agreed level of Availability and make use of techniques such as Fault Tolerance, Resilience and fast Recovery to reduce the number of Incidents, and the Impact of Incidents.
Hot Standby	Synonym for Fast Recovery or Immediate Recovery.
Identity	(Service Operation) A unique name that is used to identify a User, person or Role. The Identity is used to grant Rights to that User, person, or Role. Example identities might be the username SmithJ or the Role "Change manager".
Immediate Recovery	(Service Design) A Recovery Option which is also known as Hot Standby. Provision is made to Recover the IT Service with no loss of Service. Immediate Recovery typically uses mirroring, load balancing and split site technologies.
Impact	(Service Operation) (Service Transition) A measure of the effect of an Incident, Problem or Change on Business Processes. Impact is often based on how Service Levels will be affected. Impact and Urgency are used to assign Priority.

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Incident to Interactive Voice Response (IVR)

Term	Definition
Incident	(Service Operation) An unplanned interruption to an IT Service or a reduction in the Quality of an IT Service. Failure of a Configuration Item that has not yet impacted Service is also an Incident. For example Failure of one disk from a mirror set.
Incident Management	(Service Operation) The Process responsible for managing the Lifecycle of all Incidents. The primary Objective of Incident Management is to return the IT Service to Users as quickly as possible.
Incident Record	(Service Operation) A Record containing the details of an Incident. Each Incident record documents the Lifecycle of a single Incident.
Indirect Cost	(Service Strategy) A Cost of providing an IT Service which cannot be allocated in full to a specific Customer. For example Cost of providing shared Servers or software licenses. Also known as Overhead. See Direct Cost.
Information Security Management (ISM)	(Service Design) The Process that ensures the Confidentiality, Integrity and Availability of an Organization's Assets, information, data and IT Services. Information Security Management usually forms part of an Organizational approach to Security Management which has a wider scope than the IT Service Provider, and includes handling of paper, building access, phone calls etc., for the entire Organization.
Information Security Management System (ISMS)	(Service Design) The framework of Policy, Processes, Standards, Guidelines and tools that ensures an Organization can achieve its Information Security Management Objectives.
Information Security Policy	(Service Design) The Policy that governs the Organization's approach to Information Security Management.
Information Technology (IT)	The use of technology for the storage, communication or processing of information. The technology typically includes computers, telecommunications, Applications and other software. The information may include Business data, voice, images, video, etc. Information Technology is often used to support Business Processes through IT Services.
Infrastructure Service	An IT Service that is not directly used by the Business, but is required by the IT Service Provider so they can provide other IT Services. For example Directory Services, naming services, or communication services.
Insourcing	Synonym for Internal Sourcing.
Integrity	(Service Design) A security principle that ensures data and Configuration Items are only modified by authorized personnel and Activities. Integrity considers all possible causes of modification, including software and hardware Failure, environmental Events, and human intervention.
Interactive Voice Response (IVR)	(Service Operation) A form of Automatic Call Distribution that accepts User input, such as key presses and spoken commands, to identify the correct destination for incoming Calls.

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Intermediate Recovery to ISO 9000

Term	Definition
Intermediate Recovery	(Service Design) A Recovery Option which is also known as Warm Standby. Provision is made to Recover the IT Service in a period of time between 24 and 72 hours. Intermediate Recovery typically uses a shared Portable or Fixed Facility that has computer Systems and network Components. The hardware and software will need to be configured, and data will need to be restored, as part of the IT Service Continuity Plan.
Internal Customer	A Customer who works for the same Business as the IT Service Provider. See Internal Service Provider, External Customer.
Internal Metric	A Metric that is used within the IT Service Provider to Monitor the Efficiency, Effectiveness or Cost Effectiveness of the IT Service Provider's internal Processes. Internal Metrics are not normally reported to the Customer of the IT Service. See External Metric.
Internal Rate of Return (IRR)	(Service Strategy) A technique used to help make decisions about Capital Expenditure. IRR calculates a figure that allows two or more alternative investments to be compared. A larger IRR indicates a better investment. See Net Present Value, Return on Investment.
Internal Service Provider	(Service Strategy) An IT Service Provider which is part of the same Organization as their Customer. An IT Service Provider may have both Internal Customers and External Customers. See Type I Service Provider, Type II Service Provider, Insource.
Internal Sourcing	(Service Strategy) Using an Internal Service Provider to manage IT Services. See Service Sourcing, Type I Service Provider, Type II Service Provider.
International Organization for Standardization (ISO)	The International Organization for Standardization (ISO) is the world's largest developer of Standards. ISO is a non-governmental organization which is a network of the national standards institutes of 156 countries. Further information about ISO is available from http://www.iso.org/
International Standards Organization	See International Organization for Standardization (ISO)
Internet Service Provider (ISP)	An External Service Provider that provides access to the Internet. Most ISPs also provide other IT Services such as web hosting.
Invocation	(Service Design) Initiation of the steps defined in a plan. For example initiating the IT Service Continuity Plan for one or more IT Services.
Ishikawa Diagram	(Service Operation) (Continual Service Improvement) A technique that helps a team to identify all the possible causes of a Problem. Originally devised by Kaoru Ishikawa, the output of this technique is a diagram that looks like a fishbone.
ISO 9000	A generic term that refers to a number of international Standards and Guidelines for Quality Management Systems. See http://www.iso.org/ for more information. See ISO.

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ISO 9001 to IT Service Continuity Management (ITSCM)

Term	Definition
ISO 9001	An international Standard for Quality Management Systems. See ISO 9000, Standard.
ISO/IEC 17799	(Continual Service Improvement) ISO Code of Practice for Information Security Management. See Standard.
ISO/IEC 20000	ISO Specification and Code of Practice for IT Service Management. ISO/IEC 20000 is aligned with ITIL Best Practice.
ISO/IEC 27001	(Service Design) (Continual Service Improvement) ISO Specification for Information Security Management. The corresponding Code of Practice is ISO/IEC 17799. See Standard.
IT Directorate	(Continual Service Improvement) Senior Management within a Service Provider, charged with developing and delivering IT services. Most commonly used in UK Government departments.
IT Infrastructure	All of the hardware, software, networks, facilities etc. that are required to Develop, Test, deliver, Monitor, Control or support IT Services. The term IT Infrastructure includes all of the Information Technology but not the associated people, Processes and documentation.
IT Operations	(Service Operation) Activities carried out by IT Operations Control, including Console Management, Job Scheduling, Backup and Restore, and Print and Output Management. IT Operations is also used as a synonym for Service Operation.
IT Operations Control	(Service Operation) The Function responsible for Monitoring and Control of the IT Services and IT Infrastructure. See Operations Bridge.
IT Operations Management	(Service Operation) The Function within an IT Service Provider which performs the daily Activities needed to manage IT Services and the supporting IT Infrastructure. IT Operations Management includes IT Operations Control and Facilities Management.
IT Service	A Service provided to one or more Customers by an IT Service Provider. An IT Service is based on the use of Information Technology and supports the Customer's Business Processes. An IT Service is made up from a combination of people, Processes and technology and should be defined in a Service Level Agreement.
IT Service Continuity Management (ITSCM)	(Service Design) The Process responsible for managing Risks that could seriously impact IT Services. ITSCM ensures that the IT Service Provider can always provide minimum agreed Service Levels, by reducing the Risk to an acceptable level and Planning for the Recovery of IT Services. ITSCM should be designed to support Business Continuity Management.

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IT Service Continuity Plan to Kepner & Tregoe Analysis

Term	Definition
IT Service Continuity Plan	(Service Design) A Plan defining the steps required Recovering one or more IT Services. The Plan will also identify the triggers for Invocation, people to be involved, communications etc. The IT Service Continuity Plan should be part of a Business Continuity Plan.
IT Service Management (ITSM)	The implementation and management of Quality IT Services that meet the needs of the Business. IT Service Management is performed by IT Service Providers through an appropriate mix of people, Process and Information Technology. See Service Management.
IT Service Management Forum (itSMF)	The IT Service Management Forum is an independent Organization dedicated to promoting a professional approach to IT Service Management. The itSMF is a not-for-profit membership Organization with representation in many countries around the world (itSMF Chapters). The itSMF and its membership contribute to the development of ITIL and associated IT Service Management Standards. See http://www.itsmf.com/ for more information.
IT Service Provider	(Service Strategy) A Service Provider that provides IT Services to Internal Customers or External Customers.
IT Steering Group (ISG)	A formal group that is responsible for ensuring that Business and IT Service Provider Strategies and Plans are closely aligned. An IT Steering Group includes senior representatives from the Business and the IT Service Provider.
ITIL	A set of Best Practice guidance for IT Service Management. ITIL is owned by the OGC and consists of a series of publications giving guidance on the provision of Quality IT Services, and on the Processes and facilities needed to support them. See http://www.itil.co.uk/ for more information.
Job Description	A Document which defines the Roles, responsibilities, skills and knowledge required by a particular person. One Job Description can include multiple Roles, for example the Roles of Configuration Manager and Change Manager may be carried out by one person.
Job Scheduling	(Service Operation) Planning and managing the execution of software tasks that are required as part of an IT Service. Job Scheduling is carried out by IT Operations Management, and is often automated using software tools that run batch or online tasks at specific times of the day, week, month or year.
Kano Model	(Service Strategy) A Model developed by Noriaki Kano that is used to help understand Customer preferences. The Kano Model considers Attributes of an IT Service grouped into areas such as Basic Factors, Excitement Factors, Performance Factors etc.
Kepner & Tregoe Analysis	(Service Operation) (Continual Service Improvement) A structured approach to Problem solving. The Problem is analyzed in terms of what, where, when and extent. Possible causes are identified. The most probable cause is tested. The true cause is verified.

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Key Performance Indicator (KPI) to Live Environment

Term	Definition
Key Performance Indicator (KPI)	(Continual Service Improvement) A Metric that is used to help manage a Process, IT Service or Activity. Many Metrics may be measured, but only the most important of these are defined as KPIs and used to actively manage and report on the Process, IT Service or Activity. KPIs should be selected to ensure that Efficiency, Effectiveness, and Cost Effectiveness are all managed. See Critical Success Factor.
Knowledge Base	(Service Transition) A logical database containing the data used by the Service Knowledge Management System.
Knowledge Management	(Service Transition) The Process responsible for gathering, analyzing, storing and sharing knowledge and information within an Organization. The primary purpose of Knowledge Management is to improve Efficiency by reducing the need to rediscover knowledge. See Data-to-Information-to-Knowledge-to-Wisdom, Service Knowledge Management System.
Known Error	(Service Operation) A Problem that has a documented Root Cause and a Workaround. Known Errors are created and managed throughout their Lifecycle by Problem Management. Known Errors may also be identified by Development or Suppliers.
Known Error Database (KEDB)	(Service Operation) A database containing all Known Error Records. This database is created by Problem Management and used by Incident and Problem Management. The Known Error Database is part of the Service Knowledge Management System.
Known Error Record	(Service Operation) A Record containing the details of a Known Error. Each Known Error Record documents the Lifecycle of a Known Error, including the Status, Root Cause and Workaround. In some implementations a Known Error is documented using additional fields in a Problem Record. The various stages in the life of an IT Service, Configuration Item, Incident, Problem, Change etc. The Lifecycle defines the Categories for Status and the Status transitions that are permitted. For example: <ul style="list-style-type: none"> · The Lifecycle of an Application includes Requirements, Design, Build, Deploy, Operate, and Optimize. · The Expanded Incident Lifecycle includes Detect, Respond, Diagnose, Repair, Recover, Restore. · The lifecycle of a Server may include: Ordered, Received, In Test, Live, Disposed etc.
Line of Service (LOS)	(Service Strategy) A Core Service or Supporting Service that has multiple Service Level Packages. A line of Service is managed by a Product Manager and each Service Level Package is designed to support a particular market segment.
Live	(Service Transition) Refers to an IT Service or Configuration Item that is being used to deliver Service to a Customer.
Live Environment	(Service Transition) A controlled Environment containing Live Configuration Items used to deliver IT Services to Customers.

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Maintainability to Mean Time Between Failures (MTBF)

Term	Definition
Maintainability	(Service Design) A measure of how quickly and Effectively a Configuration Item or IT Service can be restored to normal working after a Failure. Maintainability is often measured and reported as MTRS. Maintainability is also used in the context of Software or IT Service Development to mean ability to be Changed or Repaired easily.
Major Incident	(Service Operation) The highest Category of Impact for an Incident. A Major Incident results in significant disruption to the Business.
Managed Services	(Service Strategy) A perspective on IT Services which emphasizes the fact that they are managed. The term Managed Services is also used as a synonym for Outsourced IT Services.
Management Information	Information that is used to support decision making by managers. Management Information is often generated automatically by tools supporting the various IT Service Management Processes. Management Information often includes the values of KPIs such as "Percentage of Changes leading to Incidents", or "first time fix rate".
Management of Risk (MoR)	The OGC methodology for managing Risks. MoR includes all the Activities required to identify and Control the exposure to Risk which may have an impact on the achievement of an Organization's Business Objectives. See http://www.m-o-r.org/ for more details.
Management System	The framework of Policy, Processes and Functions that ensures an Organization can achieve its Objectives.
Manual Workaround	A Workaround that requires manual intervention. Manual Workaround is also used as the name of a Recovery Option in which The Business Process Operates without the use of IT Services. This is a temporary measure and is usually combined with another Recovery Option.
Marginal Cost	(Service Strategy) The Cost of continuing to provide the IT Service. Marginal Cost does not include investment already made, for example the cost of developing new software and delivering training.
Market Space	(Service Strategy) All opportunities that an IT Service Provider could exploit to meet business needs of Customers. The Market Space identifies the possible IT Services that an IT Service Provider may wish to consider delivering.
Maturity	(Continual Service Improvement) A measure of the Reliability, Efficiency and Effectiveness of a Process, Function, Organization etc. The most mature Processes and Functions are formally aligned to Business Objectives and Strategy, and are supported by a framework for continual improvement.
Maturity Level	A named level in a Maturity model such as the Carnegie Mellon Capability Maturity Model Integration.
Mean Time Between Failures (MTBF)	(Service Design) A Metric for measuring and reporting Reliability. MTBF is the average time that a Configuration Item or IT Service can perform its agreed Function without interruption. This is measured from when the CI or IT Service starts working, until it next fails.

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Mean Time Between Service Incidents (MTBSI) to Net Present Value (NPV)

Term	Definition
Mean Time Between Service Incidents (MTBSI)	(Service Design) A Metric used for measuring and reporting Reliability. MTBSI is the mean time from when a System or IT Service fails, until it next fails. MTBSI is equal to MTBF + MTRS.
Mean Time To Repair (MTTR)	The average time taken to repair a Configuration Item or IT Service after a Failure. MTTR is measured from when the CI or IT Service fails until it is Repaired. MTTR does not include the time required to Recover or Restore. MTTR is sometimes incorrectly used to mean Mean Time to Restore Service.
Mean Time to Restore Service (MTRS)	The average time taken to Restore a Configuration Item or IT Service after a Failure. MTRS is measured from when the CI or IT Service fails until it is fully Restored and delivering its normal functionality. See Maintainability, Mean Time to Repair.
Metric	(Continual Service Improvement) Something that is measured and reported to help manage a Process, IT Service or Activity. See KPI.
Middleware	(Service Design) Software that connects two or more software Components or Applications. Middleware is usually purchased from a Supplier, rather than developed within the IT Service Provider. See Off the Shelf.
Mission Statement	The Mission Statement of an Organization is a short but complete description of the overall purpose and intentions of that Organization. It states what is to be achieved, but not how this should be done.
Model	A representation of a System, Process, IT Service, Configuration Item etc. that is used to help understand or predict future behavior.
Modeling	A technique that is used to predict the future behavior of a System, Process, IT Service, Configuration Item etc. Modeling is commonly used in Financial Management, Capacity Management and Availability Management.
Monitor Control Loop	(Service Operation) Monitoring the output of a Task, Process, IT Service or Configuration Item; comparing this output to a predefined norm; and taking appropriate action based on this comparison.
Monitoring	(Service Operation) Repeated observation of a Configuration Item, IT Service or Process to detect Events and to ensure that the current status is known.
Near-Shore	(Service Strategy) Provision of Services from a country near the country where the Customer is based. This can be the provision of an IT Service, or of supporting Functions such as Service Desk. See On-shore, Off-shore.
Net Present Value (NPV)	(Service Strategy) A technique used to help make decisions about Capital Expenditure. NPV compares cash inflows to cash outflows. Positive NPV indicates that an investment is worthwhile. See Internal Rate of Return, Return on Investment.

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Notional Charging to Operational Cost

Term	Definition
Notional Charging	(Service Strategy) An approach to Charging for IT Services. Charges to Customers are calculated and Customers are informed of the charge, but no money is actually transferred. Notional Charging is sometimes introduced to ensure that Customers are aware of the Costs they incur or as a stage during the introduction of real Charging.
Objective	The defined purpose or aim of a Process, an Activity or an Organization as a whole. Objectives are usually expressed as measurable targets. The term Objective is also informally used to mean a Requirement. See Outcome.
Off the Shelf	Synonym for Commercial Off the Shelf.
Office of Government Commerce (OGC)	OGC owns the ITIL brand (copyright and trademark). OGC is a UK Government department that supports the delivery of the government's procurement agenda through its work in collaborative procurement and in raising levels of procurement skills and capability with departments. It also provides support for complex public sector projects.
Office of Public Sector Information (OPSI)	OPSI license the Crown Copyright material used in the ITIL publications. They are a UK Government department who provide online access to UK legislation, license the re-use of Crown copyright material, manage the Information Fair Trader Scheme, maintain the Government's Information Asset Register and provide advice and guidance on official publishing and Crown copyright.
Off-shore	(Service Strategy) Provision of Services from a location outside the country where the Customer is based, often in a different continent. This can be the provision of an IT Service, or of supporting Functions such as Service Desk. See On-shore, Near-shore.
On-shore	(Service Strategy) Provision of Services from a location within the country where the Customer is based. See Off-shore, Near-shore.
Operate	To perform as expected. A Process or Configuration Item is said to Operate if it is delivering the Required outputs. Operate also means to perform one or more Operations. For example, to Operate a computer is to do the day-to-day Operations needed for it to perform as expected.
Operation	(Service Operation) Day-to-day management of an IT Service, System, or other Configuration Item. Operation is also used to mean any pre-defined Activity or Transaction. For example loading a magnetic tape, accepting money at a point of sale, or reading data from a disk drive.
Operational	The lowest of three levels of Planning and delivery (Strategic, Tactical, Operational). Operational Activities include the day-to-day or short term Planning or delivery of a Business Process or IT Service Management Process. The term Operational is also a synonym for Live.
Operational Cost	Cost resulting from running the IT Services. Often repeating payments. For example staff costs, hardware maintenance and electricity (also known as "current expenditure" or "revenue expenditure"). See Capital Expenditure.

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Operational Expenditure (OPEX) to Overhead

Term	Definition
Operational Expenditure (OPEX)	Synonym for Operational Cost.
Operational Level Agreement (OLA)	<p>(Service Design) (Continual Service Improvement) An Agreement between an IT Service Provider and another part of the same Organization. An OLA supports the IT Service Provider's delivery of IT Services to Customers. The OLA defines the goods or Services to be provided and the responsibilities of both parties. For example there could be an OLA</p> <ul style="list-style-type: none"> · between the IT Service Provider and a procurement department to obtain hardware in agreed times · between the Service Desk and a Support Group to provide Incident Resolution in agreed times. See Service Level Agreement
Operations Bridge	(Service Operation) A physical location where IT Services and IT Infrastructure are monitored and managed.
Operations Control	Synonym for IT Operations Control.
Operations Management	Synonym for IT Operations Management.
Opportunity Cost	(Service Strategy) A Cost that is used in deciding between investment choices. Opportunity Cost represents the revenue that would have been generated by using the Resources in a different way. For example the Opportunity Cost of purchasing a new Server may include not carrying out a Service Improvement activity that the money could have been spent on. Opportunity cost analysis is used as part of a decision making processes, but is not treated as an actual Cost in any financial statement.
Optimize	Review, Plan and request Changes, in order to obtain the maximum Efficiency and Effectiveness from a Process, Configuration Item, Application etc.
Organization	A company, legal entity or other institution. Examples of Organizations that are not companies include International Standards Organization or ITSMF. The term Organization is sometimes used to refer to any entity which has People, Resources and Budgets. For example a Project or Business Unit.
Outcome	The result of carrying out an Activity; following a Process; delivering an IT Service etc. The term Outcome is used to refer to intended results, as well as to actual results. See Objective.
Outsourcing	<p>(Service Strategy) Using an External Service Provider to manage IT Services.</p> <p>See Service Sourcing, Type III Service Provider.</p>
Overhead	Synonym for Indirect cost

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Pain Value Analysis to Plan

Term	Definition
Pain Value Analysis	(Service Operation) A technique used to help identify the Business Impact of one or more Problems. A formula is used to calculate Pain Value based on the number of Users affected, the duration of the Downtime, the Impact on each User, and the cost to the Business (if known).
Pareto Principle	(Service Operation) A technique used to prioritize Activities. The Pareto Principle says that 80% of the value of any Activity is created with 20% of the effort. Pareto Analysis is also used in Problem Management to prioritize possible Problem causes for investigation.
Partnership	A relationship between two Organizations which involves working closely together for common goals or mutual benefit. The IT Service Provider should have a Partnership with the Business, and with Third Parties who are critical to the delivery of IT Services. See Value Network.
Passive Monitoring	(Service Operation) Monitoring of a Configuration Item, an IT Service or a Process that relies on an Alert or notification to discover the current status. See Active Monitoring.
Pattern of Business Activity (PBA)	(Service Strategy) A Workload profile of one or more Business Activities. Patterns of Business Activity are used to help the IT Service Provider understand and plan for different levels of Business Activity. See User Profile.
Percentage Utilization	(Service Design) The amount of time that a Component is busy over a given period of time. For example, if a CPU is busy for 1800 seconds in a one hour period, its utilization is 50%
Performance	A measure of what is achieved or delivered by a System, person, team, Process, or IT Service.
Performance Anatomy	(Service Strategy) An approach to Organizational Culture that integrates, and actively manages, leadership and strategy, people development, technology enablement, performance management and innovation.
Performance Management	(Continual Service Improvement) The Process responsible for day-to-day Capacity Management Activities. These include Monitoring, Threshold detection, Performance analysis and Tuning, and implementing Changes related to Performance and Capacity.
Pilot	(Service Transition) A limited Deployment of an IT Service, a Release or a Process to the Live Environment. A Pilot is used to reduce Risk and to gain User feedback and Acceptance. See Test, Evaluation.
Plan	A detailed proposal which describes the Activities and Resources needed to achieve an Objective. For example a Plan to implement a new IT Service or Process. ISO/IEC 20000 requires a Plan for the management of each IT Service Management Process.

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Plan-Do-Check-Act to Priority

Term	Definition
Plan-Do-Check- Act	(Continual Service Improvement) A four stage cycle for Process management, attributed to Edward Deming. Plan-Do-Check-Act is also called the Deming Cycle. PLAN: Design or revise Processes that support the IT Services. DO: Implement the Plan and manage the Processes. CHECK: Measure the Processes and IT Services, compare with Objectives and produce reports ACT: Plan and implement Changes to improve the Processes.
Planned Downtime	(Service Design) Agreed time when an IT Service will not be available. Planned Downtime is often used for maintenance, upgrades and testing. See Change Window, Downtime.
Planning	An Activity responsible for creating one or more Plans. For example, Capacity Planning.
PMBOK	A Project management Standard maintained and published by the Project Management Institute. PMBOK stands for Project Management Body of Knowledge. See http://www.pmi.org/ for more information. See PRINCE2.
Policy	Formally documented management expectations and intentions. Policies are used to direct decisions, and to ensure consistent and appropriate development and implementation of Processes, Standards, Roles, Activities, IT Infrastructure etc.
Portable Facility	(Service Design) A prefabricated building, or a large vehicle, provided by a Third Party and moved to a site when needed by an IT Service Continuity Plan. See Recovery Option, Fixed Facility.
Post Implementation Review (PIR)	A Review that takes place after a Change or a Project has been implemented. A PIR determines if the Change or Project was successful, and identifies opportunities for improvement.
Practice	A way of working or a way in which work must be done. Practices can include Activities, Processes, Functions, Standards and Guidelines. See Best Practice.
Prerequisite for Success (PFS)	An Activity that needs to be completed, or a condition that needs to be met, to enable successful implementation of a Plan or Process. A PFS is often an output from one Process that is a required input to another Process.
Pricing	(Service Strategy) The Activity for establishing how much Customers will be Charged.
PRINCE2	The standard UK government methodology for Project management. See http://www.ogc.gov.uk/prince2/ for more information. See PMBOK.
Priority	(Service Transition) (Service Operation) A Category used to identify the relative importance of an Incident, Problem or Change. Priority is based on Impact and Urgency, and is used to identify required times for actions to be taken. For example the SLA may state that Priority2 Incidents must be resolved within 12 hours.

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Proactive Monitoring to Production Environment

Term	Definition
Proactive Monitoring	(Service Operation) Monitoring that looks for patterns of Events to predict possible future Failures. See Reactive Monitoring.
Proactive Problem Management	(Service Operation) Part of the Problem Management Process. The Objective of Proactive Problem Management is to identify Problems that might otherwise be missed. Proactive Problem Management analyses Incident Records, and uses data collected by other IT Service Management Processes to identify trends or significant Problems.
Problem	(Service Operation) A cause of one or more Incidents. The cause is not usually known at the time a Problem Record is created, and the Problem Management Process is responsible for further investigation.
Problem Management	(Service Operation) The Process responsible for managing the Lifecycle of all Problems. The primary Objectives of Problem Management are to prevent Incidents from happening, and to minimize the Impact of Incidents that cannot be prevented.
Problem Record	(Service Operation) A Record containing the details of a Problem. Each Problem Record documents the Lifecycle of a single Problem.
Procedure	A Document containing steps that specify how to achieve an Activity. Procedures are defined as part of Processes. See Work Instruction.
Process	A structured set of Activities designed to accomplish a specific Objective. A Process takes one or more defined inputs and turns them into defined outputs. A Process may include any of the Roles, responsibilities, tools and management Controls required to reliably deliver the outputs. A Process may define Policies, Standards, Guidelines, Activities, and Work Instructions if they are needed.
Process Control	The Activity of planning and regulating a Process, with the Objective of performing the Process in an Effective, Efficient, and consistent manner.
Process Manager	A Role responsible for Operational management of a Process. The Process Manager's responsibilities include Planning and co-ordination of all Activities required to carry out, monitor and report on the Process. There may be several Process Managers for one Process, for example regional Change Managers or IT Service Continuity Managers for each data centre. The Process Manager Role is often assigned to the person who carries out the Process Owner Role, but the two Roles may be separate in larger Organizations.
Process Owner	A Role responsible for ensuring that a Process is Fit for Purpose. The Process Owner's responsibilities include sponsorship, Design, Change Management and continual improvement of the Process and its Metrics. This Role is often assigned to the same person who carries out the Process Manager Role, but the two Roles may be separate in larger Organizations.
Production Environment	Synonym for Live Environment.

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Profit Centre to RACI

Term	Definition
Profit Centre	(Service Strategy) A Business Unit which charges for Services provided. A Profit Centre can be created with the objective of making a profit, recovering Costs, or running at a loss. An IT Service Provider can be run as a Cost Centre or a Profit Centre.
pro-forma	A template or example Document containing example data that will be replaced with the real values when these are available.
Programme	A number of Projects and Activities that are planned and managed together to achieve an overall set of related Objectives and other Outcomes.
Project	A temporary Organization, with people and other Assets required to achieve an Objective or other Outcome. Each Project has a Lifecycle that typically includes initiation, Planning, execution, Closure etc. Projects are usually managed using a formal methodology such as PRINCE2.
Projected Service Outage (PSO)	(Service Transition) A Document that identifies the effect of planned Changes, maintenance Activities and Test Plans on agreed Service Levels.
Projects IN Controlled Environments (PRINCE2)	See PRINCE2
Qualification	(Service Transition) An Activity that ensures that IT Infrastructure is appropriate, and correctly configured, to support an Application or IT Service. See Validation.
Quality	The ability of a product, Service, or Process to provide the intended value. For example, a hardware Component can be considered to be of high Quality if it performs as expected and delivers the required Reliability. Process Quality also requires an ability to monitor Effectiveness and Efficiency, and to improve them if necessary. See Quality Management System.
Quality Assurance (QA)	(Service Transition) The Process responsible for ensuring that the Quality of a product, Service or Process will provide its intended Value.
Quality Management System (QMS)	(Continual Service Improvement) The set of Processes responsible for ensuring that all work carried out by an Organization is of a suitable Quality to reliably meet Business Objectives or Service Levels. See ISO 9000.
Quick Win	(Continual Service Improvement) An improvement Activity which is expected to provide a Return on Investment in a short period of time with relatively small Cost and effort. See Pareto Principle.
RACI	(Service Design) (Continual Service Improvement) A Model used to help define Roles and Responsibilities. RACI stands for Responsible, Accountable, Consulted and Informed. See Stakeholder.

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Reactive Monitoring to Relationship

Term	Definition
Reactive Monitoring	(Service Operation) Monitoring that takes action in response to an Event. For example submitting a batch job when the previous job completes, or logging an Incident when an Error occurs. See Proactive Monitoring.
Reciprocal Arrangement	(Service Design) A Recovery Option. An agreement between two Organizations to share resources in an emergency. For example, Computer Room space or use of a mainframe.
Record	A Document containing the results or other output from a Process or Activity. Records are evidence of the fact that an Activity took place and may be paper or electronic. For example, an Audit report, an Incident Record, or the minutes of a meeting.
Recovery	(Service Design) (Service Operation) Returning a Configuration Item or an IT Service to a working state. Recovery of an IT Service often includes recovering data to a known consistent state. After Recovery, further steps may be needed before the IT Service can be made available to the Users (Restoration).
Recovery Option	(Service Design) A Strategy for responding to an interruption to Service. Commonly used Strategies are Do Nothing, Manual Workaround, Reciprocal Arrangement, Gradual Recovery, Intermediate Recovery, Fast Recovery, and Immediate Recovery. Recovery Options may make use of dedicated facilities, or Third Party facilities shared by multiple Businesses.
Recovery Point Objective (RPO)	(Service Operation) The maximum amount of data that may be lost when Service is Restored after an interruption. Recovery Point Objective is expressed as a length of time before the Failure. For example a Recovery Point Objective of one day may be supported by daily Backups, and up to 24 hours of data may be lost. Recovery Point Objectives for each IT Service should be negotiated, agreed and documented, and used as Requirements for Service Design and IT Service Continuity Plans.
Recovery Time Objective (RTO)	(Service Operation) The maximum time allowed for recovery of an IT Service following an interruption. The Service Level to be provided may be less than normal Service Level Targets. Recovery Time Objectives for each IT Service should be negotiated, agreed and documented. See Business Impact Analysis.
Redundancy	Synonym for Fault Tolerance. The term Redundant also has a generic meaning of obsolete, or no longer needed.
Relationship	A connection or interaction between two people or things. In Business Relationship Management it is the interaction between the IT Service Provider and the Business. In Configuration Management it is a link between two Configuration Items that identifies a dependency or connection between them. For example Applications may be linked to the Servers they run on, IT Services have many links to all the CIs that contribute to them.

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Relationship Processes to Repair

Term	Definition
Relationship Processes	The ISO/IEC 20000 Process group that includes Business Relationship Management and Supplier Management.
Release	(Service Transition) A collection of hardware, software, documentation, Processes or other Components required to implement one or more approved Changes to IT Services. The contents of each Release are managed, Tested, and Deployed as a single entity.
Release and Deployment Management	(Service Transition) The Process responsible for both Release Management and Deployment.
Release Identification	(Service Transition) A naming convention used to uniquely identify a Release. The Release Identification typically includes a reference to the Configuration Item and a version number. For example Microsoft Office 2003 SR2.
Release Management	(Service Transition) The Process responsible for Planning, scheduling and controlling the movement of Releases to Test and Live Environments. The primary Objective of Release Management is to ensure that the integrity of the Live Environment is protected and that the correct Components are released. Release Management is part of the Release and Deployment Management Process.
Release Process	The name used by ISO/IEC 20000 for the Process group that includes Release Management. This group does not include any other Processes. Release Process is also used as a synonym for Release Management Process.
Release Record	(Service Transition) A Record in the CMDB that defines the content of a Release. A Release Record has Relationships with all Configuration Items that are affected by the Release.
Release Unit	(Service Transition) Components of an IT Service that are normally Released together. A Release Unit typically includes sufficient Components to perform a useful Function. For example one Release Unit could be a Desktop PC, including Hardware, Software, Licenses, Documentation, etc. A different Release Unit may be the complete Payroll Application, including IT Operations Procedures and User training.
Release Window	Synonym for Change Window.
Reliability	(Service Design) (Continual Service Improvement) A measure of how long a Configuration Item or IT Service can perform its agreed Function without interruption. Usually measured as MTBF or MTBSI. The term Reliability can also be used to state how likely it is that a Process, Function etc. will deliver its required outputs. See Availability
Remediation	(Service Transition) Recovery to a known state after a failed Change or Release.
Repair	(Service Operation) The replacement or correction of a failed Configuration Item.

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Request for Change (RFC) to Investment (ROI)

Term	Definition
Request for Change (RFC)	(Service Transition) A formal proposal for a Change to be made. An RFC Includes details of the proposed Change, and may be recorded on paper or electronically. The term RFC is often misused to mean a Change Record, or the Change itself.
Request Fulfillment	(Service Operation) The Process responsible for managing the Lifecycle of all Service Requests.
Requirement	(Service Design) A formal statement of what is needed. For example a Service Level Requirement, a Project Requirement or the required Deliverables for a Process. See Statement of Requirements.
Resilience	(Service Design) The ability of a Configuration Item or IT Service to resist Failure or to Recover quickly following a Failure. For example, an armored cable will resist failure when put under stress. See Fault Tolerance.
Resolution	(Service Operation) Action taken to repair the Root Cause of an Incident or Problem, or to implement a Workaround. In ISO/IEC 20000, Resolution Processes is the Process group that includes Incident and Problem Management.
Resolution Processes	The ISO/IEC 20000 Process group that includes Incident Management and Problem Management.
Resource	(Service Strategy) A generic term that includes IT Infrastructure, people, money or anything else that might help to deliver an IT Service. Resources are considered to be Assets of an Organization. See Capability, Service Asset.
Response Time	A measure of the time taken to complete an Operation or Transaction. Used in Capacity Management as a measure of IT Infrastructure Performance, and in Incident Management as a measure of the time taken to answer the phone, or to start Diagnosis.
Responsiveness	A measurement of the time taken to respond to something. This could be Response Time of a Transaction, or the speed with which an IT Service Provider responds to an Incident or Request for Change etc.
Restoration of Service	See Restore
Restore	(Service Operation) Taking action to return an IT Service to the Users after Repair and Recovery from an Incident. This is the primary Objective of Incident Management.
Retire	(Service Transition) Permanent removal of an IT Service, or other Configuration Item, from the Live Environment. Retired is a stage in the Lifecycle of many Configuration Items.
Return on Investment (ROI)	(Service Strategy) (Continual Service Improvement) A measurement of the expected benefit of an investment. In the simplest sense it is the net profit of an investment divided by the net worth of the assets invested. See Net Present Value, Value on Investment.

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Return to Normal to Scope

Term	Definition
Return to Normal	(Service Design) The phase of an IT Service Continuity Plan during which full normal operations are resumed. For example, if an alternate data centre has been in use, then this phase will bring the primary data centre back into operation, and restore the ability to invoke IT Service Continuity Plans again.
Review	An evaluation of a Change, Problem, Process, Project etc. Reviews are typically carried out at predefined points in the Lifecycle, and especially after Closure. The purpose of a Review is to ensure that all Deliverables have been provided, and to identify opportunities for improvement. See Post Implementation Review.
Rights	(Service Operation) Entitlements, or permissions, granted to a User or Role. For example the Right to modify particular data, or to authorize a Change.
Risk	A possible Event that could cause harm or loss, or affect the ability to achieve Objectives. A Risk is measured by the probability of a Threat, the Vulnerability of the Asset to that Threat, and the Impact it would have if it occurred.
Risk Assessment	The initial steps of Risk Management. Analyzing the value of Assets to the business, identifying Threats to those Assets, and evaluating how Vulnerable each Asset is to those Threats. Risk Assessment can be quantitative (based on numerical data) or qualitative.
Risk Management	The Process responsible for identifying, assessing and controlling Risks. See Risk Assessment.
Role	A set of responsibilities, Activities and authorities granted to a person or team. A Role is defined in a Process. One person or team may have multiple Roles, for example the Roles of Configuration Manager and Change Manager may be carried out by a single person.
Rollout	(Service Transition) Synonym for Deployment. Most often used to refer to complex or phased Deployments or Deployments to multiple locations.
Root Cause	(Service Operation) The underlying or original cause of an Incident or Problem.
Root Cause Analysis (RCA)	(Service Operation) An Activity that identifies the Root Cause of an Incident or Problem. RCA typically concentrates on IT Infrastructure failures. See Service Failure Analysis.
Running Costs	Synonym for Operational Costs
Scalability	The ability of an IT Service, Process, Configuration Item etc. to perform its agreed Function when the Workload or Scope changes.
Scope	The boundary, or extent, to which a Process, Procedure, Certification, Contract etc. applies. For example the Scope of Change Management may include all Live IT Services and related Configuration Items; the Scope of an ISO/IEC 20000 Certificate may include all IT Services delivered out of a named data centre.

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Second-line Support to Service Capacity Manager (SCM)

Term	Definition
Second-line Support	(Service Operation) The second level in a hierarchy of Support Groups involved in the resolution of Incidents and investigation of Problems. Each level contains more specialist skills, or has more time or other Resources.
Security	See Information Security Management
Security Management	Synonym for Information Security Management
Security Policy	Synonym for Information Security Policy
Separation of Concerns (SoC)	(Service Strategy) An approach to Designing a solution or IT Service that divides the problem into pieces that can be solved independently. This approach separates "what" is to be done from "how" it is to be done.
Server	(Service Operation) A computer that is connected to a network and provides software Functions that are used by other computers.
Service	A means of delivering value to Customers by facilitating Outcomes Customers want to achieve without the ownership of specific Costs and Risks.
Service Acceptance Criteria (SAC)	(Service Transition) A set of criteria used to ensure that an IT Service meets its functionality and Quality Requirements and that the IT Service Provider is ready to Operate the new IT Service when it has been Deployed. See Acceptance.
Service Analytics	(Service Strategy) A technique used in the Assessment of the Business Impact of Incidents. Service Analytics Models the dependencies between Configuration Items, and the dependencies of IT Services on Configuration Items.
Service Asset	Any Capability or Resource of a Service Provider. See Asset.
Service Asset and Configuration Management (SACM)	(Service Transition) The Process responsible for both Configuration Management and Asset Management.
Service Capacity Management (SCM)	(Service Design) (Continual Service Improvement) The Activity responsible for understanding the Performance and Capacity of IT Services. The Resources used by each IT Service and the pattern of usage over time are collected, recorded, and analyzed for use in the Capacity Plan. See Business Capacity Management, Component Capacity Management.

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Service Catalogue to Service Improvement Plan (SIP)

Term	Definition
Service Catalogue	(Service Design) A database or structured Document with information about all Live IT Services, including those available for Deployment. The Service Catalogue is the only part of the Service Portfolio published to Customers, and is used to support the sale and delivery of IT Services. The Service Catalogue includes information about deliverables, prices, contact points, ordering and request Processes. See Contract Portfolio.
Service Continuity Management	Synonym for IT Service Continuity Management.
Service Contract	(Service Strategy) A Contract to deliver one or more IT Services. The term Service Contract is also used to mean any Agreement to deliver IT Services, whether this is a legal Contract or an SLA. See Contract Portfolio.
Service Culture	A Customer oriented Culture. The major Objectives of a Service Culture are Customer satisfaction and helping the Customer to achieve their Business Objectives.
Service Design	(Service Design) A stage in the Lifecycle of an IT Service. Service Design includes a number of Processes and Functions and is the title of one of the Core ITIL publications. See Design.
Service Design Package	(Service Design) Document(s) defining all aspects of an IT Service and its Requirements through each stage of its Lifecycle. A Service Design Package is produced for each new IT Service, major Change, or IT Service Retirement.
Service Desk	(Service Operation) The Single Point of Contact between the Service Provider and the Users. A typical Service Desk manages Incidents and Service Requests, and also handles communication with the Users.
Service Failure Analysis (SFA)	(Service Design) An Activity that identifies underlying causes of one or more IT Service interruptions. SFA identifies opportunities to improve the IT Service Provider's Processes and tools, and not just the IT Infrastructure. SFA is a time constrained, project-like activity, rather than an ongoing process of analysis. See Root Cause Analysis.
Service Hours	(Service Design) (Continual Service Improvement) An agreed time period when a particular IT Service should be Available. For example, "Monday-Friday 08:00 to 17:00 except public holidays". Service Hours should be defined in a Service Level Agreement.
Service Improvement Plan (SIP)	(Continual Service Improvement) A formal Plan to implement improvements to a Process or IT Service.

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Service Knowledge Management System (SKMS) to Service Management

Term	Definition
Service Knowledge Management System (SKMS)	(Service Transition) A set of tools and databases that are used to manage knowledge and information. The SKMS includes the Configuration Management System, as well as other tools and databases. The SKMS stores, manages, updates, and presents all information that an IT Service Provider needs to manage the full Lifecycle of IT Services.
Service Level	Measured and reported achievement against one or more Service Level Targets. The term Service Level is sometimes used informally to mean Service Level Target.
Service Level Agreement (SLA)	(Service Design) (Continual Service Improvement) An Agreement between an IT Service Provider and a Customer. The SLA describes the IT Service, documents Service Level Targets, and specifies the responsibilities of the IT Service Provider and the Customer. A single SLA may cover multiple IT Services or multiple Customers. See Operational Level Agreement.
Service Level Management (SLM)	(Service Design) (Continual Service Improvement) The Process responsible for negotiating Service Level Agreements, and ensuring that these are met. SLM is responsible for ensuring that all IT Service Management Processes, Operational Level Agreements, and Underpinning Contracts, are appropriate for the agreed Service Level Targets. SLM monitors and reports on Service Levels, and holds regular Customer reviews.
Service Level Package (SLP)	(Service Strategy) A defined level of Utility and Warranty for a particular Service Package. Each SLP is designed to meet the needs of a particular Pattern of Business Activity. See Line of Service.
Service Level Requirement (SLR)	(Service Design) (Continual Service Improvement) A Customer Requirement for an aspect of an IT Service. SLRs are based on Business Objectives and are used to negotiate agreed Service Level Targets.
Service Level Target	(Service Design) (Continual Service Improvement) A commitment that is documented in a Service Level Agreement. Service Level Targets are based on Service Level Requirements, and are needed to ensure that the IT Service design is Fit for Purpose. Service Level Targets should be SMART, and are usually based on KPIs.
Service Maintenance Objective	(Service Operation) The expected time that a Configuration Item will be unavailable due to planned maintenance Activity.
Service Management	Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services.

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Service Management Lifecycle to Service Provider Interface (SPI)

Term	Definition
Service Management Lifecycle	An approach to IT Service Management that emphasizes the importance of coordination and Control across the various Functions, Processes, and Systems necessary to manage the full Lifecycle of IT Services. The Service Management Lifecycle approach considers the Strategy, Design, Transition, Operation and Continuous Improvement of IT Services.
Service Manager	A manager who is responsible for managing the end-to-end Lifecycle of one or more IT Services. The term Service Manager is also used to mean any manager within the IT Service Provider. Most commonly used to refer to a Business Relationship Manager, a Process Manager, an Account Manager or a senior manager with responsibility for IT Services overall.
Service Operation	(Service Operation) A stage in the Lifecycle of an IT Service. Service Operation includes a number of Processes and Functions and is the title of one of the Core ITIL publications. See Operation.
Service Owner	(Continual Service Improvement) A Role which is accountable for the delivery of a specific IT Service.
Service Package	(Service Strategy) A detailed description of an IT Service that is available to be delivered to Customers. A Service Package includes a Service Level Package and one or more Core Services and Supporting Services.
Service Pipeline	(Service Strategy) A database or structured Document listing all IT Services that are under consideration or Development, but are not yet available to Customers. The Service Pipeline provides a Business view of possible future IT Services and is part of the Service Portfolio which is not normally published to Customers.
Service Portfolio	(Service Strategy) The complete set of Services that are managed by a Service Provider. The Service Portfolio is used to manage the entire Lifecycle of all Services, and includes three Categories: Service Pipeline (proposed or in Development); Service Catalogue (Live or available for Deployment); and Retired Services. See Service Portfolio Management, Contract Portfolio.
Service Portfolio Management (SPM)	(Service Strategy) The Process responsible for managing the Service Portfolio. Service Portfolio Management considers Services in terms of the Business value that they provide.
Service Potential	(Service Strategy) The total possible value of the overall Capabilities and Resources of the IT Service Provider.
Service Provider	(Service Strategy) An Organization supplying Services to one or more Internal Customers or External Customers. Service Provider is often used as an abbreviation for IT Service Provider. See Type I Service Provider, Type II Service Provider, Type III Service Provider.
Service Provider Interface (SPI)	(Service Strategy) An interface between the IT Service Provider and a User, Customer, Business Process, or a Supplier. Analysis of Service Provider Interfaces helps to coordinate end-to-end management of IT Services.

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Service Provisioning Optimization (SPO) to Service Valuation

Term	Definition
Service Provisioning Optimization (SPO)	(Service Strategy) Analyzing the finances and constraints of an IT Service to decide if alternative approaches to Service delivery might reduce Costs or improve Quality.
Service Reporting	(Continual Service Improvement) The Process responsible for producing and delivering reports of achievement and trends against Service Levels. Service Reporting should agree the format, content and frequency of reports with Customers.
Service Request	(Service Operation) A request from a User for information, or advice, or for a Standard Change or for Access to an IT Service. For example to reset a password, or to provide standard IT Services for a new User. Service Requests are usually handled by a Service Desk, and do not require an RFC to be submitted. See Request Fulfillment.
Service Sourcing	(Service Strategy) The Strategy and approach for deciding whether to provide a Service internally or to Outsource it to an External Service Provider. Service Sourcing also means the execution of this Strategy. Service Sourcing includes: <ul style="list-style-type: none"> · Internal Sourcing - Internal or Shared Services using Type I or Type II Service Providers. · Traditional Sourcing - Full Service Outsourcing using a Type III Service Provider. · Multivendor Sourcing - Prime, Consortium or Selective Outsourcing using Type III Service Providers.
Service Strategy	(Service Strategy) The title of one of the Core ITIL publications. Service Strategy establishes an overall Strategy for IT Services and for IT Service Management.
Service Transition	(Service Transition) A stage in the Lifecycle of an IT Service. Service Transition includes a number of Processes and Functions and is the title of one of the Core ITIL publications. See Transition.
Service Utility	(Service Strategy) The Functionality of an IT Service from the Customer's perspective. The Business value of an IT Service is created by the combination of Service Utility (what the Service does) and Service Warranty (how well it does it). See Utility.
Service Validation and Testing	(Service Transition) The Process responsible for Validation and Testing of a new or Changed IT Service. Service Validation and Testing ensures that the IT Service matches its Design Specification and will meet the needs of the Business.
Service Valuation	(Service Strategy) A measurement of the total Cost of delivering an IT Service, and the total value to the Business of that IT Service. Service Valuation is used to help the Business and the IT Service Provider agree on the value of the IT Service.

Term	Definition
Service Warranty	(Service Strategy) Assurance that an IT Service will meet agreed Requirements. This may be a formal Agreement such as a Service Level Agreement or Contract, or may be a marketing message or brand image. The Business value of an IT Service is created by the combination of Service Utility (what the Service does) and Service Warranty (how well it does it). See Warranty.
Serviceability	(Service Design) (Continual Service Improvement) The ability of a Third Party Supplier to meet the terms of their Contract. This Contract will include agreed levels of Reliability, Maintainability or Availability for a Configuration Item.
Shift	(Service Operation) A group or team of people who carry out a specific Role for a fixed period of time. For example there could be four shifts of IT Operations Control personnel to support an IT Service that is used 24 hours a day.
Simulation modeling	(Service Design) (Continual Service Improvement) A technique that creates a detailed Model to predict the behavior of a Configuration Item or IT Service. Simulation Models can be very accurate but are expensive and time consuming to create. A Simulation Model is often created by using the actual Configuration Items that are being modeled, with artificial Workloads or Transactions. They are used in Capacity Management when accurate results are important. A simulation model is sometimes called a Performance Benchmark.
Single Point of Contact	(Service Operation) Providing a single consistent way to communicate with an Organization or Business Unit. For example, a Single Point of Contact for an IT Service Provider is usually called a Service Desk.
Single Point of Failure (SPOF)	(Service Design) Any Configuration Item that can cause an Incident when it fails, and for which a Countermeasure has not been implemented. A SPOF may be a person, or a step in a Process or Activity, as well as a Component of the IT Infrastructure. See Failure.
SLAM Chart	(Continual Service Improvement) A Service Level Agreement Monitoring Chart is used to help monitor and report achievements against Service Level Targets. A SLAM Chart is typically color coded to show whether each agreed Service Level Target has been met, missed, or nearly missed during each of the previous 12 months.
SMART	(Service Design) (Continual Service Improvement) An acronym for helping to remember that targets in Service Level Agreements and Project Plans should be Specific, Measurable, Achievable, Relevant and Timely.
Snapshot	(Service Transition) The current state of a Configuration as captured by a discovery tool. Also used as a synonym for Benchmark. See Baseline.
Source	See Service Sourcing.

Term	Definition
Specification	A formal definition of Requirements. A Specification may be used to define technical or Operational Requirements, and may be internal or external. Many public Standards consist of a Code of Practice and a Specification. The Specification defines the Standard against which an Organization can be Audited.
Stakeholder	All people who have an interest in an Organization, Project, IT Service, etc. Stakeholders may be interested in the Activities, targets, Resources, or Deliverables. Stakeholders may include Customers, Partners, employees, shareholders, owners, etc. See RACI.
Standard	A mandatory Requirement. Examples include ISO/IEC 20000 (an international Standard), an internal security Standard for Unix configuration, or a government Standard for how financial Records should be maintained. The term Standard is also used to refer to a Code of Practice or Specification published by a Standards Organization such as ISO or BSI. See Guideline.
Standard Change	(Service Transition) A pre-approved Change that is low Risk, relatively common and follows a Procedure or Work Instruction. For example password reset or provision of standard equipment to a new employee. RFCs are not required to implement a Standard Change, and they are logged and tracked using a different mechanism, such as a Service Request. See Change Model.
Standard Operating Procedures (SOP)	(Service Operation) Procedures used by IT Operations Management.
Standby	(Service Design) Used to refer to Resources that are not required to deliver the Live IT Services, but are available to support IT Service Continuity Plans. For example a Standby data centre may be maintained to support Hot Standby, Warm Standby or Cold Standby arrangements.
Statement of requirements (SOR)	(Service Design) A Document containing all Requirements for a product purchase, or a new or changed IT Service. See Terms of Reference.
Status	The name of a required field in many types of Record. It shows the current stage in the Lifecycle of the associated Configuration Item, Incident, Problem etc.
Status Accounting	(Service Transition) The Activity responsible for recording and reporting the Lifecycle of each Configuration Item.
Storage Management	(Service Operation) The Process responsible for managing the storage and maintenance of data throughout its Lifecycle.
Strategic	(Service Strategy) The highest of three levels of Planning and delivery (Strategic, Tactical, Operational). Strategic Activities include Objective setting and long term Planning to achieve the overall Vision.

Term	Definition
Strategy	(Service Strategy) A Strategic Plan designed to achieve defined Objectives.
Super User	(Service Operation) A User who helps other Users, and assists in communication with the Service Desk or other parts of the IT Service Provider. Super Users typically provide support for minor Incidents and training.
Supplier	(Service Strategy) (Service Design) A Third Party responsible for supplying goods or Services that are required to deliver IT services. Examples of suppliers include commodity hardware and software vendors, network and telecom providers, and Outsourcing Organizations. See Underpinning Contract, Supply Chain.
Supplier and Contract Database (SCD)	(Service Design) A database or structured Document used to manage Supplier Contracts throughout their Lifecycle. The SCD contains key Attributes of all Contracts with Suppliers, and should be part of the Service Knowledge Management System.
Supplier Management	(Service Design) The Process responsible for ensuring that all Contracts with Suppliers support the needs of the Business, and that all Suppliers meet their contractual commitments.
Supply Chain	(Service Strategy) The Activities in a Value Chain carried out by Suppliers. A Supply Chain typically involves multiple Suppliers, each adding value to the product or Service. See Value Network.
Support Group	(Service Operation) A group of people with technical skills. Support Groups provide the Technical Support needed by all of the IT Service Management Processes. See Technical Management.
Support Hours	(Service Design) (Service Operation) The times or hours when support is available to the Users. Typically this is the hours when the Service Desk is available. Support Hours should be defined in a Service Level Agreement, and may be different from Service Hours. For example, Service Hours may be 24 hours a day, but the Support Hours may be 07:00 to 19:00.
Supporting Service	(Service Strategy) A Service that enables or enhances a Core Service. For example a Directory Service or a Backup Service. See Service Package.
SWOT Analysis	(Continual Service Improvement) A technique that reviews and analyses the internal strengths and weaknesses of an Organization and the external opportunities and threats which it faces SWOT stands for Strengths, Weaknesses, Opportunities and Threats.

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System to Test Environment

Term	Definition
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System	A number of related things that work together to achieve an overall Objective. For example: <ul style="list-style-type: none"> · A computer System including hardware, software and Applications. · A management System, including multiple Processes that are planned and managed together. For example a Quality Management System. · A Database Management System or Operating System that includes many software modules that are designed to perform a set of related Functions.
System Management	The part of IT Service Management that focuses on the management of IT Infrastructure rather than Process.
Tactical	The middle of three levels of Planning and delivery (Strategic, Tactical, Operational). Tactical Activities include the medium term Plans required to achieve specific Objectives, typically over a period of weeks to months.
Tag	(Service Strategy) A short code used to identify a Category. For example tags EC1, EC2, EC3 etc. might be used to Identify different Customer outcomes when analyzing and comparing Strategies. The term Tag is also used to refer to the Activity of assigning Tags to things.
Technical Management	(Service Operation) The Function responsible for providing technical skills in support of IT Services and management of the IT Infrastructure. Technical Management defines the Roles of Support Groups, as well as the tools, Processes and Procedures required.
Technical Observation (TO)	(Continual Service Improvement) A technique used in Service Improvement, Problem investigation and Availability Management. Technical support staff meets to monitor the behavior and Performance of an IT Service and make recommendations for improvement.
Technical Service	Synonym for Infrastructure Service.
Technical Support	Synonym for Technical Management.
Tension Metrics	(Continual Service Improvement) A set of related Metrics, in which improvements to one Metric have a negative effect on another. Tension Metrics are designed to ensure that an appropriate balance is achieved.
Terms of Reference (TOR)	(Service Design) A Document specifying the Requirements, Scope, Deliverables, Resources and schedule for a Project or Activity.
Test	(Service Transition) An Activity that verifies that a Configuration Item, IT Service, Process, etc. meets its Specification or agreed Requirements. See Service Validation and Testing, Acceptance.
Test Environment	(Service Transition) A controlled Environment used to Test Configuration Items, Builds, IT Services, Processes etc.

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Third Party to Transition

Term	Definition
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Third Party	A person, group, or Business who is not part of the Service Level Agreement for an IT Service, but is required to ensure successful delivery of that IT Service. For example a software Supplier, a hardware maintenance company, or a facilities department. Requirements for Third Parties are typically specified in Underpinning Contracts or Operational Level Agreements.
Third-line Support	(Service Operation) The third level in a hierarchy of Support Groups involved in the resolution of Incidents and investigation of Problems. Each level contains more specialist skills, or has more time or other Resources.
Threat	Anything that might exploit Vulnerability. Any potential cause of an Incident can be considered to be a Threat. For example a fire is a Threat that could exploit the Vulnerability of flammable floor coverings. This term is commonly used in Information Security Management and IT Service Continuity Management, but also applies to other areas such as Problem and Availability Management.
Threshold	The value of a Metric which should cause an Alert to be generated, or management action to be taken. For example "Priority Incident not solved within 4 hours", "more than 5 soft disk errors in an hour", or "more than 10 failed changes in a month".
Throughput	(Service Design) A measure of the number of Transactions, or other Operations, performed in a fixed time. For example 5000 emails sent per hour, or 200 disk I/Os per second.
Total Cost of Ownership (TCO)	(Service Strategy) A methodology used to help make investment decisions. TCO assesses the full Lifecycle Cost of owning a Configuration Item, not just the initial Cost or purchase price. See Total Cost of Utilization.
Total Cost of Utilization (TCU)	(Service Strategy) A methodology used to help make investment and Service Sourcing decisions. TCU assesses the full Lifecycle Cost to the Customer of using an IT Service. See Total Cost of Ownership.
Total Quality Management (TQM)	(Continual Service Improvement) A methodology for managing continual Improvement by using a Quality Management System. TQM establishes a Culture involving all people in the Organization in a Process of continual monitoring and improvement.
Transaction	A discrete Function performed by an IT Service. For example transferring money from one bank account to another. A single Transaction may involve numerous additions, deletions and modifications of data. Either all of these complete successfully or none of them is carried out.
Transition	(Service Transition) A change in state, corresponding to a movement of an IT Service or other Configuration Item from one Lifecycle status to the next.

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Transition Planning and Support to Use Case

Term	Definition
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Transition Planning and Support	(Service Transition) The Process responsible for Planning all Service Transition Processes and co-coordinating the resources that they require. These Service Transition Processes are Change Management, Service Asset and Configuration Management, Release and Deployment Management, Service Validation and Testing, Evaluation, and Knowledge Management.
Trend Analysis	(Continual Service Improvement) Analysis of data to identify time related patterns. Trend Analysis is used in Problem Management to identify common Failures or fragile Configuration Items, and in Capacity Management as a Modeling tool to predict future behavior. It is also used as a management tool for identifying deficiencies in IT Service Management Processes.
Tuning	The Activity responsible for Planning Changes to make the most efficient use of Resources. Tuning is part of Performance Management, which also includes Performance Monitoring and implementation of the required Changes.
Type I Service Provider	(Service Strategy) An Internal Service Provider that is embedded within a Business Unit. There may be several Type I Service Providers within an Organization.
Type II Service Provider	(Service Strategy) An Internal Service Provider that provides shared IT Services to more than one Business Unit.
Type III Service Provider	(Service Strategy) A Service Provider that provides IT Services to External Customers.
Underpinning Contract (UC)	(Service Design) A Contract between an IT Service Provider and a Third Party. The Third Party provides goods or Services that support delivery of an IT Service to a Customer. The Underpinning Contract defines targets and responsibilities that are required to meet agreed Service Level Targets in an SLA.
Unit Cost	(Service Strategy) The Cost to the IT Service Provider of providing a single Component of an IT Service. For example the Cost of a single desktop PC, or of a single Transaction.
Urgency	(Service Transition) (Service Design) A measure of how long it will be until an Incident, Problem or Change has a significant Impact on the Business. For example a high Impact Incident may have low Urgency, if the Impact will not affect the Business until the end of the financial year. Impact and Urgency are used to assign Priority.
Usability	(Service Design) The ease with which an Application, product, or IT Service can be used. Usability Requirements are often included in a Statement of Requirements.
Use Case	(Service Design) A technique used to define required functionality and Objectives, and to Design Tests. Use Cases define realistic scenarios that describe interactions between Users and an IT Service or other System. See Change Case.

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User to Verification

Term	Definition
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User	A person who uses the IT Service on a day-to-day basis. Users are distinct from Customers, as some Customers do not use the IT Service directly.
User Profile (UP)	(Service Strategy) A pattern of User demand for IT Services. Each User Profile includes one or more Patterns of Business Activity.
Utility	(Service Strategy) Functionality offered by a Product or Service to meet a particular need. Utility is often summarized as "what it does". See Service Utility.
Validation	(Service Transition) An Activity that ensures a new or changed IT Service, Process, Plan, or other Deliverable meets the needs of the Business. Validation ensures that Business Requirements are met even though these may have changed since the original Design. See Verification, Acceptance, Qualification, Service Validation and Testing.
Value Chain	(Service Strategy) A sequence of Processes that creates a product or Service that is of value to a Customer. Each step of the sequence builds on the previous steps and contributes to the overall product or Service. See Value Network.
Value for Money	An informal measure of Cost Effectiveness. Value for Money is often based on a comparison with the Cost of alternatives. See Cost Benefit Analysis.
Value Network	(Service Strategy) A complex set of Relationships between two or more groups or organizations. Value is generated through exchange of knowledge, information, goods or Services. See Value Chain, Partnership.
Value on	(Continual Service Improvement) A measurement of the expected benefit of an investment. VOI considers both financial and intangible benefits.
Investment (V01)	See Return on Investment.
Variable Cost	(Service Strategy) A Cost that depends on how much the IT Service is used, how many products are produced, the number and type of Users, or something else that cannot be fixed in advance.
Variable Cost Dynamics	(Service Strategy) A technique used to understand how overall Costs are impacted by the many complex variable elements that contribute to the provision of IT Services.
Variance	The difference between a planned value and the actual measured value. Commonly used in Financial Management, Capacity Management and Service Level Management, but could apply in any area where Plans are in place.
Verification	(Service Transition) An Activity that ensures a new or changed IT Service, Process, Plan, or other Deliverable is complete, accurate, Reliable and matches its Design Specification. See Validation, Acceptance, Service Validation and Testing.

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Verification and Audit to Workload

Term	Definition
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Verification and Audit	(Service Transition) The Activities responsible for ensuring that information in the CMDB is accurate and that all Configuration Items have been identified and recorded in the CMDB. Verification includes routine checks that are part of other Processes. For example, verifying the serial number of a desktop PC when a User logs an Incident. Audit is a periodic, formal check.
Version	(Service Transition) A Version is used to identify a specific Baseline of a Configuration Item. Versions typically use a naming convention that enables the sequence or date of each Baseline to be identified. For example Payroll Application Version 3 contains updated functionality from Version 2.
Vision	A description of what the Organization intends to become in the future. A Vision is created by senior management and is used to help influence Culture and Strategic Planning.
Vital Business Function (VBF)	(Service Design) A Function of a Business Process which is critical to the success of the Business. Vital Business Functions are an important consideration of Business Continuity Management, IT Service Continuity Management and Availability Management.
Vulnerability	A weakness that could be exploited by a Threat. For example an open firewall port, a password that is never changed, or a flammable carpet. A missing Control is also considered to be a Vulnerability.
Warm Standby	Synonym for Intermediate Recovery.
Warranty	(Service Strategy) A promise or guarantee that a product or Service will meet its agreed Requirements. See Service Validation and Testing, Service Warranty.
Work in Progress (WIP)	A Status that means Activities have started but are not yet complete. It is commonly used as a Status for Incidents, Problems, Changes etc.
Work Instruction	A Document containing detailed instructions that specify exactly what steps to follow to carry out an Activity. A Work Instruction contains much more detail than a Procedure and is only created if very detailed instructions are needed.
Workaround	(Service Operation) Reducing or eliminating the Impact of an Incident or Problem for which a full Resolution is not yet available. For example by restarting a failed Configuration Item. Workarounds for Problems are documented in Known Error Records. Workarounds for Incidents that do not have associated Problem Records are documented in the Incident Record.
Workload	The Resources required to deliver an identifiable part of an IT Service. Workloads may be Categorized by Users, groups of Users, or Functions within the IT Service. This is used to assist in analyzing and managing the Capacity, Performance and Utilization of Configuration Items and IT Services. The term Workload is sometimes used as a synonym for Throughput.

ATTACHMENT 4: SUPPLEMENTAL DEFINITIONS

Blind transfer: A call where the help desk agent transfers the call without announcing the call to the agent at the receiving end.

Contact: An end user request for assistance. This can be in response to an email, chat session, live telephone call, self-generated service request, voicemail or any other medium available to the end user.

Help Desk Technician: A customer service agent who responds to user contacts and requests.

Tier 0: Self service knowledgebase, wherein the user can use a web-based searchable knowledgebase to find the information sought. This also includes automation tools such as password reset for the systems served by the Acquisition Service Desk. The knowledgebase will be developed from the systems' frequently asked questions, tutorials, online training, current hot topics, contact information, user manuals and any other material each system has available relevant to its users.

Tier 1: First-line responder for an end-user. Tier 1 support is intended to triage and diagnose all issues, and to resolve issues where the user only requires instructions or guidance.

Tier 2: Second-line responders who have additional expertise or business knowledge, who handle requests unresolved by Tier 1 responders.

Tier 3: Final responders who have expert knowledge, who resolve highly complex issues. These issues could require policy guidance or changes in the system.

Warm Transfer: A call where the help desk agent informs the end-user that their call is being forwarded/escalated, and during the transfer process, conveys the issue to the receiving agent before completing the transfer.

Attachment 5: Service Level Agreement (SLA) Proposal Template

[illegible]

Minimally Acceptable Performance Level	Target Performance Level
1	2
3	4
5	6
7	8
9	10
11	12
13	14
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19	20
21	22
23	24
25	26
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89	90
91	92
93	94
95	96
97	98
99	100

[illegible]

Assumption(s)

[illegible]

DELIVERABLE ACCEPTANCE/REJECTION FORM

Dear (insert name of COTR)

Please review the deliverable identified below, sign and date, and provide any comments either in the space provided or on an attached form. Comments are due by **XX/XX/20XX**.

DELIVERABLE NAME:

AGENCY NAME:

PROJECT NAME:

FEDSIM TASK ORDER/CONTRACT NUMBER:

FEDSIM PROJECT NUMBER:

DELIVERABLE DUE DATE:

I have reviewed the aforementioned document and have:

- ☐ Accepted it without comments
- ☐ Accepted it with comments
- ☐ Rejected it with comments

COMMENTS:

(name)
(title)

(date)

ATTACHMENT 7

PROBLEM NOTIFICATION REPORT

TASK ORDER NUMBER: _____ DATE: _____

1. Nature and sources of problem:
2. COTR was verbally notified on: (date) _____
3. Is action required by the Government? Yes_____ No_____
4. If YES, describe Government action required and date required:
5. Will problem impact delivery schedule? Yes_____ No_____
6. If YES, identify what deliverables will be affected and extent of delay:
7. Can required delivery be brought back on schedule? Yes_____ No_____
8. Describe corrective action needed to resolve problems:
9. When will corrective action be completed?
10. Are increased costs anticipated? Yes_____ No_____
11. Identify amount of increased costs anticipated, their nature, and define Government responsibility for problems and costs:

Attachment 1 - Acronym List

Acronym	Definition
AFDO	Award Fee Determining Official
AFDP	Award Fee Determination Plan
AFEB	Award Fee Evaluation Board
ANSI	American National Standards Institute
CAF	Contract Access Fee
CFDA	Catalog of Federal Domestic Assistance
CFR	Code of Federal Regulations
CLIN	Contract Line Item Number
CO	Contracting Officer
CONOPS	Concept of Operations
COOP	Continuity of Operations
COR	Contracting Officer's Representative
CPAF	Cost-Plus-Award-Fee
CPARS	Contractor Performance Assessment Reporting System
CTP	Consent to Purchase
EIA	Electronic Industries Alliance
EIT	Electronic and Information Technology
eSRS	Electronic Subcontracting Reporting System
EST	Eastern Standard Time
FAR	Federal Acquisition Regulation
FBO	FedBizOpps.gov
FDPS-NG	Federal Procurement Data System - Next Generation
FedRAMP	Federal Risk and Authorization Management Program
FEDSIM	Federal Systems Integration Management Center
FFATA	Federal Accountability and Transparency Act
FFP	Firm-Fixed-Price
FOIA	Freedom of Information Act
FSC	Federal Service Code
FSD	Federal Services Desk
FSRS	Federal SubAward Reporting System
FSS	Federal Supply Schedule
FTE	Full Time Equivalent
FTR	Federal Travel Regulation
GFP	Government-Furnished Property
GSA	General Services Administration
GSAM	General Services Administration Acquisition Manual
GWAC	Government Wide Agency Contract
IA	Interagency Agreement
IAE	Integrated Award Environment
IT	Information Technology
ITIL	Information Technology Infrastructure Library
IVR	Interactive Voice Response

MS	Microsoft
MSR	Monthly Status Report
NLT	No Later Than
NSP	Not Separately Priced
NTE	Not-to-Exceed
OCI	Organizational Conflict of Interest
ODC	Other Direct Costs
PgMP	Program Management Professional
PM	Program Manager
PMP	Project Management Plan
P.M.P.	Project Management Professional
PNR	Problem Notification Report
POC	Point of Contact
PS	Project Start
Q&A	Question and Answer
QASP	Quality Assurance Surveillance Plan
QCP	Quality Control Plan
SAM	System of Award Management
SF	Standard Form
SLA	Service Level Agreements
SOP	Standard Operating Procedures
SOW	Statement of Work
TBD	To Be Determined
TEB	Technical Evaluation Board
TO	Task Order
TOA	Task Order Award
TOR	Task Order Request
TOS	Tracking and Ordering System
TPOC	Technical Point of Contact
U.S.	United States
U.S.C.	United States Code
WBS	Work Breakdown Structure
XML	Extensible Markup Language

FedRAMP Standard Contract Language

FedRAMP has developed a security contract clause template to assist federal agencies in procuring cloud-based services. This template should be reviewed by a Federal agency's Office of General Counsel (OGC) to ensure it meets all agency requirements, and then incorporated into the security assessment section of a solicitation. The clauses cover FedRAMP requirements for areas like the security assessment process and related ongoing assessment and authorization. The template also provides basic security requirements identifying Cloud Service Provider responsibilities for privacy and security, protection of government data, personnel background screening and security deliverables with associated frequencies.

The FedRAMP process discretely identifies some security control implementations as either the consumer's responsibility to implement or as a shared responsibility between provider and consumer. Consumer responsibility controls are incumbent upon the agency to implement and agencies are advised to consider security responsibilities in their program planning. Federal agencies must still make a risk-based decision about the applicability of storing and using Federal data in an information system. Ultimately, the security clauses are templates; they should be reviewed against mission requirements and tailored if agency policy warrants modification.

Compliance Section

FedRAMP Information Technology Systems Security Requirements:

In his December 8, 2011 memo titled "Security Authorization of Information Systems in Cloud Computing Environments," the Federal CIO established policy for the protection of Federal information in cloud services under the Federal Risk and Authorization Management Program (FedRAMP). Under the FedRAMP policy, agencies with leveraging existing cloud based -services or acquiring cloud based services (other than private cloud-based services) must initiate an authorization and use the FedRAMP information security and privacy requirements (including security and privacy controls, and controls selected for continuous monitoring) for cloud services to support authorization decisions.

Agencies can leverage cloud services assessed and granted provisional authorization through the FedRAMP process to increase efficiency and ensuring security compliance. The following security requirements apply to the services provided in the (contact/task order description).

The Federal agency will determine the security category for the cloud system in accordance with Federal Information Processing Standard 199; then, the contractor¹ shall apply the appropriate set of impact baseline controls as required in the FedRAMP Cloud Computing Security Requirements Baseline document to ensure compliance to security standards. The FedRAMP baseline controls are based on NIST Special Publication 800-53, Revision 3, Recommended Security Controls for Federal Information

¹ Contractor shall refer to cloud service providers, or contract holders who are providing cloud computing services to the Federal Government through this contract.

Systems and Organizations (as amended), and also includes a set of additional controls for use within systems providing cloud services to the federal government.

The contractor shall maintain a security management continuous monitoring environment that meets or exceeds the requirements in the Reporting and Continuous Monitoring (section xxx of this contract/Task Order) based upon the latest edition of FedRAMP Cloud Computing Security Requirements Baseline and FedRAMP Continuous Monitoring Requirements.

***Additional Text for cloud services implemented or acquired before operation of FedRAMP:**

*For all currently implemented cloud services and those services currently in the acquisition process prior to June 5, 2012, Federal agencies are required to submit an authorization package to the FedRAMP PMO (or have the contractor prepare the authorization package and submit the package to the FedRAMP PMO) upon completion. All cloud services currently implemented or those in the acquisition process prior to June 5, 2012 must meet all FedRAMP requirements by June 5, 2014.

FedRAMP Privacy Requirements:

Contractor shall be responsible for the following privacy and security safeguards:

1. To the extent required to carry out the FedRAMP assessment and authorization process and FedRAMP continuous monitoring, to safeguard against threats and hazards to the security, integrity, and confidentiality of any non-public Government data collected and stored by the Contractor, the Contractor shall afford the Government access to the Contractor's facilities, installations, technical capabilities, operations, documentation, records, and databases.
2. If new or unanticipated threats or hazards are discovered by either the Government or the Contractor, or if existing safeguards have ceased to function, the discoverer shall immediately bring the situation to the attention of the other party.
3. The contractor shall also comply with any additional FedRAMP privacy requirements.
4. The Government has the right to perform manual or automated audits, scans, reviews, or other inspections of the vendor's IT environment being used to provide or facilitate services for the Government. In accordance with the Federal Acquisitions Regulations (FAR) clause 52.239-1, contractor shall be responsible for the following privacy and security safeguards:

(a)The Contractor shall not publish or disclose in any manner, without the Contracting Officer's written consent, the details of any safeguards either designed or developed by the Contractor under this contract or otherwise provided by the Government. *Exception - Disclosure to a Consumer Agency for purposes of C&A verification.*

(b) To the extent required to carry out a program of inspection to safeguard against threats and hazards to the security, integrity, and confidentiality of Government data, the Contractor shall afford the Government access to the Contractor's facilities, installations, technical capabilities, operations, documentation, records, and databases

within XX hours. (FedRAMP recommends 72 hours) The program of inspection shall include, but is not limited to:

- Authenticated and unauthenticated operating system/network vulnerability scans
- Authenticated and unauthenticated web application vulnerability scans
- Authenticated and unauthenticated database application vulnerability scans
- Automated scans can be performed by Government personnel, or agents acting on behalf of the Government, using Government operated equipment, and Government specified tools.

(c) If new or unanticipated threats or hazards are discovered by either the Government or the Contractor, or if existing safeguards have ceased to function, the discoverer shall immediately bring the situation to the attention of the other party.

If the vendor chooses to run its own automated scans or audits, results from these scans may, at the Government's discretion, be accepted in lieu of Government performed vulnerability scans. In these cases, scanning tools and their configuration shall be approved by the Government. In addition, the results of vendor-conducted scans shall be provided, in full, to the Government.

SENSITIVE INFORMATION STORAGE

Sensitive But Unclassified (SBU) information, data, and/or equipment will only be disclosed to authorized personnel on a Need-To-Know basis. The contractor shall ensure that appropriate administrative, technical, and physical safeguards are established to ensure the security and confidentiality of this information, data, and/or equipment is properly protected. When no longer required, this information, data, and/or equipment will be returned to Government control, destroyed, or held until otherwise directed. Destruction of items shall be accomplished by following NIST Special Publication 800-88, *Guidelines for Media Sanitization*.

The disposition of all data will be at the written direction of the COR, this may include documents returned to Government control; destroyed; or held as specified until otherwise directed. Items returned to the Government shall be hand carried or sent by certified mail to the COR.

PROTECTION OF INFORMATION

The contractor shall be responsible for properly protecting all information used, gathered, or developed as a result of work under this contract. The contractor shall also protect all Government data, equipment, etc. by treating the information as sensitive. All information about the systems gathered or created under this contract should be considered as SBU information. It is anticipated that this information will be gathered, created, and stored within the primary work location. If contractor personnel must remove any information from the primary work area they should protect it to the same extent they would their proprietary data and/or company trade secrets. The use of any information that is subject to the Privacy Act will be utilized in full accordance with all rules of conduct as applicable to Privacy Act Information.

The government will retain unrestricted rights to government data. The ordering activity retains ownership of any user created/loaded data and applications hosted on vendor's infrastructure, as well as maintains the right to request full copies of these at any time.

The data that is processed and stored by the various applications within the network infrastructure contains financial data as well as personally identifiable information (PII). This data and PII shall be protected against unauthorized access, disclosure or modification, theft, or destruction. The contractor shall ensure that the facilities that house the network infrastructure are physically secure.

The data must be available to the Government upon request within one business day or within the timeframe specified otherwise, and shall not be used for any other purpose other than that specified herein. The contractor shall provide requested data at no additional cost to the government.

No data shall be released by the Contractor without the consent of the Government in writing. All requests for release must be submitted in writing to the COR/CO.

SECURITY CLASSIFICATION

The preparation of the deliverables in this contract will be completed at a Sensitive but Unclassified level.

CONFIDENTIALITY AND NONDISCLOSURE

The preliminary and final deliverables and all associated working papers and other material deemed relevant by the agency that have been generated by the contractor in the performance of this contract, are the property of the U.S. Government and must be submitted to the COTR at the conclusion of the contract. The U.S. Government has unlimited data rights to all deliverables and associated working papers and materials in accordance with FAR 52.227-14.

All documents produced for this project are the property of the U.S. Government and cannot be reproduced, or retained by the contractor. All appropriate project documentation will be given to the agency during and at the end of this contract. The contractor shall not release any information without the written consent of the Contracting Officer.

Personnel working on any of the described tasks may, at Government request, be required to sign formal non-disclosure and/or conflict of interest agreements to guarantee the protection and integrity of Government information and documents.

Additionally,

Disclosure of Information

Any information made available to the Contractor by the Government shall be used only for the purpose of carrying out the provisions of this contract and shall not be divulged or made known in any manner to any persons except as may be necessary in the performance of the contract. In performance of this contract, the Contractor assumes responsibility for protection of the confidentiality of Government records and shall ensure that all work performed by its subcontractors shall be under the supervision of

the Contractor or the Contractor's responsible employees. Each officer or employee of the Contractor or any of its subcontractors to whom any Government record may be made available or disclosed shall be notified in writing by the Contractor that information disclosed to such officer or employee can be used only for that purpose and to the extent authorized herein. Further disclosure of any such information, by any means, for a purpose or to an extent unauthorized herein, may subject the offender to criminal sanctions imposed by 18 U.S.C. §§ 1030.

Security Requirements Section

FedRAMP Security Requirements Overview:

The minimum requirements for low and moderate impact cloud systems are contained within the FedRAMP Cloud Computing Security Requirements Baseline. The contractor and Federal Government Agency share responsibility to ensure compliance with security requirements.

The implementation of a new Federal Government cloud system requires a formal process, known as Assessment and Authorization, which provides guidelines for performing the assessment.

FedRAMP requires cloud service providers to utilize a Third-Party Assessment Organization (3PAO) to perform an assessment of the cloud service provider's security controls to determine the extent to which security controls are implemented correctly, operate as intended, and produce the desired outcome with respect to meeting security requirements.²

The FedRAMP PMO security staff will be available for consultation during the process. Both the FedRAMP PMO staff and JAB will review the results before issuing a Provisional Authorization decision. The Government reserves the right to verify the infrastructure and security test results before issuing an Authorization decision.

Federal agencies will be able to leverage the provisional Authorization granted by FedRAMP and any documentation prepared by the contractor to issue their own authority to operate.

The vendor is advised to review the FedRAMP guidance documents (see References below) to determine the level of effort that will be necessary to complete the requirements. All FedRAMP documents and templates are available at <http://FedRAMP.gov>.

FedRAMP Security Compliance Requirements:

The contractor shall implement the controls contained within the FedRAMP Cloud Computing Security Requirements Baseline and FedRAMP Continuous Monitoring Requirements for low and moderate impact system (as defined in FIPS 199). These documents define requirements for compliance to meet minimum Federal information security and privacy requirements for both low and moderate impact systems. While the FedRAMP baseline controls are based on NIST Special Publication 800-53, Revision 3.

² The FedRAMP JAB will not review authorization packages assembled by non-accredited third-party assessors. Contractors can find the list of FedRAMP-accredited 3PAOs at www.FedRAMP.gov.

The contractor shall generally, substantially, and in good faith follow FedRAMP guidelines and Security guidance. In situations where there are no procedural guides, the contractor shall use generally accepted industry best practices for IT security.

Required FedRAMP Policies and Regulations:

OMB Memo Security Authorization of Information Systems in Cloud Computing Environments

Assessment and Authorization

(Agency) may choose to cancel the (Contract/award) and terminate any outstanding orders if the contractor has its provisional authorization revoked and the deficiencies are greater than agency risk tolerance thresholds.

Assessment of the System:

1. The contractor shall comply with FedRAMP requirements as mandated by Federal laws and policies, including making available any documentation, physical access, and logical access needed to support this requirement. The Level of Effort for the A&A is based on the System's NIST Federal Information Processing Standard (FIPS) Publication 199 categorization. The contractor shall create, maintain and update the following documentation using FedRAMP requirements and templates, which are available at <http://FedRAMP.gov> :
 - Privacy Impact Assessment (PIA)
 - FedRAMP Test Procedures and Results
 - Security Assessment Report (SAR)
 - System Security Plan (SSP)
 - IT System Contingency Plan (CP)
 - IT System Contingency Plan (CP) Test Results
 - Plan of Action and Milestones (POA&M)
 - Continuous Monitoring Plan (CMP)
 - FedRAMP Control Tailoring Workbook
 - Control Implementation Summary Table
 - Results of Penetration Testing
 - Software Code Review
 - Interconnection Agreements/Service Level Agreements/Memorandum of Agreements
2. Information systems must be assessed by an accredited 3PAO whenever there is a significant change to the system's security posture in accordance with the FedRAMP Continuous Monitoring Plan.
3. The Government reserves the right to perform Penetration Testing. If the Government exercises this right, the contractor shall allow Government employees (or designated third parties) to conduct Security Assessment activities to include control reviews in accordance with FedRAMP requirements. Review activities include but are not limited to scanning operating systems , web applications, wireless scanning; network device scanning to include routers, switches, and firewall, and IDS/IPS; databases and other applicable systems, including general support

structure, that support the processing, transportation, storage, or security of Government information for vulnerabilities.

4. Identified gaps between required FedRAMP Security Control Baselines and Continuous Monitoring controls and the contractor's implementation as documented in the Security Assessment Report shall be tracked by the contractor for mitigation in a Plan of Action and Milestones (POA&M) document. Depending on the severity of the gaps, the Government may require them to be remediated before a provisional authorization is issued.
5. The contractor is responsible for mitigating all security risks found during A&A and continuous monitoring activities. All high-risk vulnerabilities must be mitigated within 30 days and all moderate risk vulnerabilities must be mitigated within 30 days from the date vulnerabilities are formally identified. The Government will determine the risk rating of vulnerabilities.

Authorization of System:

The contractor shall provide access to the Federal Government, or their designee acting as their agent, when requested, in order to verify compliance with the requirements for an Information Technology security program. The Government reserves the right to conduct on site inspections. The contractor shall make appropriate personnel available for interviews and provide all necessary documentation during this review.

Reporting and Continuous Monitoring:

Maintenance of the FedRAMP Provisional Authorization will be through continuous monitoring and periodic audit of the operational controls within a contractor's system, environment, and processes to determine if the security controls in the information system continue to be effective over time in light of changes that occur in the system and environment. Through continuous monitoring, security controls and supporting deliverables are updated and submitted to the FedRAMP PMO as required by FedRAMP Requirements. The submitted deliverables (or lack thereof) provide a current understanding of the security state and risk posture of the information systems. The deliverables will allow the FedRAMP JAB to make credible risk-based decisions regarding the continued operations of the information systems and initiate appropriate responses as needed when changes occur. Contractors will be required to provide updated deliverables and automated data feeds as defined in the FedRAMP Continuous Monitoring Plan.

Additional Stipulations:

1. The FedRAMP deliverables shall be labeled "CONTROLLED UNCLASSIFIED INFORMATION" (CUI) or contractor selected designation per document sensitivity. External transmission/dissemination of FOUO and CUI to or from a Government computer must be encrypted. Certified encryption modules must be used in accordance with FIPS PUB 140-2, "Security requirements for Cryptographic Modules."
2. Federal Desktop Core Configuration & US Government Configuration Baseline: The contractor shall certify applications are fully functional and operate correctly as intended on systems using the Federal Desktop Core Configuration (FDCC) and US Government Configuration Baseline (USGCB). The standard installation, operation, maintenance, updates, and/or patching of

software shall not alter the configuration settings from the approved FDCC/USGCB configuration. Offerings that require installation should follow OMB memorandum 07-18. Applications designed for normal end users shall run in the standard user context without elevated system administration privileges. The contractor shall use Security Content Automation Protocol (SCAP) validated tools with FDCC/USGCB Scanner capability to certify their products operate correctly with FDCC/USGCB configurations and do not alter FDCC/USGCB settings.

3. As prescribed in the Federal Acquisition Regulation (FAR) Part 24.104, if the system involves the design, development, or operation of a system of records on individuals, the contractor shall implement requirements in FAR clause 52.224-1, "Privacy Act Notification" and FAR clause 52.224-2, "Privacy Act."
4. The contractor shall cooperate in good faith in defining non-disclosure agreements that other third parties must sign when acting as the Federal government's agent.

References:

- FedRAMP Cloud Computing Security Requirements Baseline
http://www.gsa.gov/graphics/staffoffices/FedRAMP_Security_Controls_Final.zip
- FedRAMP Concept of Operations
http://www.gsa.gov/graphics/staffoffices/FedRAMP_Security_Controls_Final.zip
- FedRAMP Templates http://www.gsa.gov/graphics/staffoffices/Updated_Templates_Final.zip

Attachment 10
Questions and Answers Template

Company Name:

Solicitation Number: [fill in solicitation #](#)

Note to offerors: Please provide the specific paragraph reference using the Section/sub-Section numbers in the solicitation.

PARAGRAPH #	PARAGRAPH TITLE	QUESTION	GOVERNMENT RESPONSE

SECTION J –ATTACHMENT 11

(This will be removed at award)

CORPORATE EXPERIENCE REFERENCE SHEETS

Complete one sheet for each reference

Program or Task Order Title		
Prime Contractor Performing the Work		
Percent of Work Performed by the Prime Contractor		
Customer Name		
Location/Geography		
Contractual POC		Technical POC
Name		Name
Title		Title
Phone		Phone
Email		Email
Contract Type		Contract Value
Contract Number		Period of Performance
<u>Description of the Service Desk</u> Average Number of Calls Daily <input type="checkbox"/> More than 500 <input type="checkbox"/> More than 1000 <input type="checkbox"/> More than 2000 <input type="checkbox"/> More than 3000 <input type="checkbox"/> More than 4000 <input type="checkbox"/> More than 5000 Help Desk Tiers Included in Contract <input type="checkbox"/> Tier 0 - (User Self-Help Support) <input type="checkbox"/> Tier 1 Support <input type="checkbox"/> Tier 2 Support <input type="checkbox"/> Tier 3 Support		System(s) Supported <input type="checkbox"/> Hardware <input type="checkbox"/> COTS Applications <input type="checkbox"/> GOTS Applications <input type="checkbox"/> Both <input type="checkbox"/> Other SLA Based Performance Model <input type="checkbox"/> Yes <input type="checkbox"/> Blended with other models <input type="checkbox"/> No
Contract Period of Performance		
Original Value	\$	
Current Value	\$	
Estimated/Actual	\$	
Explanation of Cost Growth (If applicable)		

ATTACHMENT 12

PROJECT STAFFING PLAN TEMPLATE (To be removed at time of award)

By Base Period and each Option Period

[illegible]

***Only fill in the qualifications the first time the name appears in the tables.**

FSD Agent Call Scripts

FSD Requirements Checklist

1. Thank you for calling the Federal Service Desk
2. Provide agent first name
3. Obtain and spell back callers' first and last name
4. Obtain and repeat back callers' business phone number
5. Obtain and spell back callers' business email address
6. Obtain and repeat back callers' organization or agency name
7. Identify service
8. Identify issue
9. Summarize and restate issue
10. Properly troubleshoot and resolve issue
11. Make sure that all issues have been addressed
12. Recap issue, resolution and next steps
13. Inform the caller that they will receive an email containing the details of their correspondence with FSD, along with information about the FSD.gov website.
14. Thank you for calling the Federal Service Desk

FSD Script Opening Requirements

"Thank you for calling the Federal Service Desk."

- Provide FSD Agent first name
- Obtain and spell back callers First and Last Name
- Obtain and spell back callers Business Email Address
- Obtain and repeat back callers Business Phone Number
- Obtain and repeat back callers Organization or Agency

****Remember** If you obtain ANY contact information directly from a system application, you must verbally confirm the information with the caller.**

- **This will ensure data accuracy (maybe the information was input incorrectly by the user)**
- **This will ensure proper contact information for the user (maybe the call is being escalated and a user has an additional contact method)**

Script Suggestions

Repeat back and spell out all contact information obtained for verification purposes.

- “Thank you for calling the Federal Service Desk, my name is (agent’s first name), may I have your first and last name?” (Spell Back)
- "Good (morning, afternoon) (Mr., Ms.) last name, may I take a moment to obtain some information before we begin?"
- “May I have your current business email address?” (Spell Back)
- “Please provide a business phone number in case we are disconnected.” (Repeat Back) (Remember: No Special Characters in Phone Numbers in RightNow)
- “May I have the name of your Agency/Organization?” (Verify)
- “Thank you (Mr., Ms.) last name, how may I assist you today?”

Objections Suggestions & Reminder

“Sir/Ma’am, your (name/phone number/email address) will be used for documentation purposes and as a non-invasive way of contacting you only in regards to this call. The Federal Service Desk does not provide any callers email address for purchase or purpose of solicitation.”

Remember: If you are unable to obtain any part of the contact information for a caller a ticket must still be created.

- **First Name:** Hangup,
- **Last Name:** Hangup
- **Phone Number:** 0000000000
- **Email Address:** hangup@nomail.com
- **Organization/Agency:** Hangup

Contact Refuses to Provide Required Information or Hangs Up

- Inform caller that “we will be unable to *properly* assist in resolving an issue” if they cannot provide the required information.
- Inform caller that “the Federal Service Desk is required to verify the identity of callers for their own protection as well as the protection of the U.S. Federal Government. Each callers full name, email address and phone number must be validated prior to providing assistance.”
- These calls must be documented using the “Hang Up” contact instructions above.

SAM Requirements

- Obtain DUNS Number
- Read back the DUNS Number for verification
- Obtain CAGE Code (as applicable)

Script Suggestions

“To better assist you, I will need to obtain some additional information from you.”

“Do you have the DUNS# you are calling in reference to?”

(Repeat Back)

Obtain CAGE Code from registration.

Timeline Guideline Script Suggestions

DO NOT PROVIDE TIMELINES TO CALLERS UNLESS NOTED IN THE ESCALATION BUSINESS RULES

Agents should NOT ‘offer’ Timelines to Callers, especially if the caller does not ask.

If a caller asks for a timeline, agents should make every attempt to avoid offering timelines, unless the Escalation Business Rule related to the user’s issue provides a timeframe.

Troubleshooting Tips

See the Escalation Business Rules

Non-Admin Scripts

Mr./Ms. _____, due to the sensitive nature of data contained in a SAM entity registration, I am only authorized to discuss information regarding a SAM entity registration with the Administrator or Registrant. For security purposes FSD is not permitted to disclose, confirm or deny the identity of these individuals. However, if you know who the Administrator or Registrant is, you may have them contact us for further assistance. If you are unsure of who these individuals are and need to contact them, may I suggest that you inquire with the business owner, CEO or someone with knowledge of personnel responsibilities within your company. They may or may not be able to identify the Administrator or Registrant.

CFDA Requirements

Obtain, and read back, all applicable information based on the nature of the call:

- Program #

- Search Criteria

Script Suggestions

"May I have the Program # you are referring to?" (if applicable)
(Repeat Back)

"What is the criteria you would like to search for?" (if applicable)
(Repeat Back)

Troubleshooting Tips

See the Escalation Business Rules

eSRS Requirements

Identify public user or government user.

Identify the users role(s). (Government users only)

Obtain, and read back, all applicable information based on the nature of the call:

- Contract #,
- Report # or
- User Account Information

Script Suggestions

"Are you a federal agency or a public user?" (may already be determined)
(Repeat Back)

"What is your role in eSRS?" (if federal agency)
(Repeat Back)

"May I have the Contract # you are referring to?" (if applicable)
(Repeat Back)

"May I have the Report # you are referring to?" (if applicable)
(Repeat Back)

"Please provide the Email Address associated with your account." (if applicable)
(Repeat Back)

Troubleshooting Tips

See the Escalation Business Rules

FBO Requirements

Identify public user or government user.

Identify the users role(s). (Government users only)

Obtain, and read back, all applicable information based on the nature of the call:

- Notice #,
- User ID or
- Search Criteria

Script Suggestions

“Are you a federal agency or a vendor?” (may already be determined)
(Repeat Back)

“What is your role in FBO?” (if federal agency)
(Repeat Back)

“May I have the Notice # you are referring to?” (if applicable)
(Repeat Back)

"Please provide the User ID or Email Address associated with your account."
(if applicable)
(Repeat Back)

"What is the criteria you would like to search for?" (if applicable)
(Repeat Back)

Troubleshooting Tips

See the Escalation Business Rules

FSRS Requirements

Identify public user or government user.

Identify the users role(s). (Government users only)

Obtain, and read back, all applicable information based on the nature of the call:

- Contract #,
- Report # or
- User Account Information

Script Suggestions

“Are you a federal agency or a public user?” (may already be determined)
(Repeat Back)

“What is your role in eSRS?” (if federal agency)

(Repeat Back)

“May I have the Contract # you are referring to?” (if applicable)

(Repeat Back)

“May I have the Report # you are referring to?” (if applicable)

(Repeat Back)

"Please provide the Email Address associated with your account." (if applicable)

(Repeat Back)

Troubleshooting Tips

See the Escalation Business Rules

Contracting Officer Referral for eSRS and FSRS

Mr./Ms. _____, the Federal Service Desk supports the eSRS/FSRS system by troubleshooting site related issues, as well as by directing users to appropriate resources within the site to answer general questions. Due to the specific nature of your questions, it would be best interest to contact the Contracting Officer over the contract you are inquiring about. The Contracting Officer will be able to provide the most accurate answers to your questions. Would you like me to provide you with the Contracting Officer information for this contract?

Cannot Help Script Suggestions (used with systems as needed)

PTAC referrals:

(All PTAC referrals are for the Acquisition community only. Procurement Technical Assistance Centers do not support the Assistance community.)

Elderly or disabled individuals who need personalized PTAC assistance:

Mr./Ms. _____, the Federal Service Desk supports several systems by providing answers to general questions and troubleshooting technical issues. Due to the time consuming application processes involved in the federal acquisition environment, I would like to refer you to someone whose job it is to provide personalized individual assistance in the procurement atmosphere. I'd like to refer you to a PTAC, or Procurement Technical Assistance Center, which is a local resource available at no cost or a nominal cost that can provide procurement related assistance to businesses and individuals when marketing services to the federal, state and local governments.

Business specific PTAC questions:

Mr./Ms. _____, the Federal Service Desk supports several systems by providing answers to general questions and troubleshooting technical issues. Due to the business specific nature of your questions, I would like to refer you to someone who is trained as a procurement specialist and whose job it is to provide personalized individual assistance to businesses. I'd like to refer you to a PTAC, or Procurement Technical Assistance Center, which is a local resource available at no cost or a nominal cost that can provide procurement related assistance to businesses when marketing services to the federal, state and local governments.

General Referral:

Mr./Ms. ____, at this time the Federal Service Desk supports SAM, FBO, CFDA, eSRS, and FSRS Grants and Contracts. FSD Agents support these systems by troubleshooting site related issues, as well as by directing users to appropriate resources within the site to answer general questions. Certain detailed procurement or assistance specific questions may be best addressed by someone with more expertise in that field. Would you like me to provide you with a point of contact that can provide specialized assistance with your questions?

Unsupported Service Referral:

Mr./Ms. ____, at this time the Federal Service Desk supports SAM, FBO, CFDA, eSRS, and FSRS Grants and Contracts. Due to the fact that we have not had formal training on the _____ system, it would not be appropriate for me/us? to answer questions related to that system. However, I would be more than happy to locate the contact information for support on the _____ system, to ensure that you obtain accurate answers to your questions. Would you like me to provide a point of contact for you?

Referred by Unsupported Service:

Mr./Ms. ____, at this time the Federal Service Desk supports SAM, FBO, CFDA, eSRS, and FSRS Grants and Contracts. Due to the fact that we have not had formal training on the _____ system, it would not be appropriate for me/us? to answer questions related to that system. However, if you have already contacted them for assistance and they have referred you to us, your issue may be related to one of the services we support. Are you aware of any current accounts your business may have in the FSD supported services mentioned?

(Begin further troubleshooting between FSD supported systems. Attempt to locate existing accounts. Check on status of accounts. Ask the user if they recall some of the things that were said between them and the other system's support personnel – or displayed to them if online) that lead up to their referral to FSD.)

FSD Unsupported Services Scripts

Unsupported Services Requirements

***Remember: Do not offer assistance with applications that are not supported by FSD beyond providing referral information, unless otherwise instructed.**

- Always create a ticket for unsupported service questions, as with all calls.
- Locate the contact information under the "Services Unsupported" folder in the Standard Text tool in RightNow. If the application in question is not listed, you may locate the official website via internet search engine.
- Users should be directed to the application's official website and/or provided with referral information found only on the official website.

Referral List

****Remember: Agents are REQUIRED to enter Unsupported Service Standard Text in RightNow ticket.**

ABA Routing – (Federal Reserve Financial Services) <http://www.fedwiredirectory.frb.org/>

BINCS (Business Identification Number Cross-reference System): <http://www.bpn.gov/bincs/>

BPN (Business Partner Network): <http://www.bpn.gov>

D&B (Duns & Bradstreet) www.dnb.com, govt@dnb.com (govt@dnb.com), or <http://fedgov.dnb.com/webform>

DFAS (Defense Finance and Accounting Service) (Payment issues) <http://www.dfas.mil/>,
www.dfas.mil/contractorpay/dfascustomerservicephonenumbers.html,

DLIS (Defense Logistics Information Service): <http://www.dlis.dla.mil/h2/>

DPAP (Defense Procurement and Acquisition Policy) <http://www.acq.osd.mil/dpap/index.html>

DSBS (Dynamic Small Business Search): http://dsbs.sba.gov/dsbs/search/dsp_dsbs.cfm

FAR (Federal Acquisitions Regulation): <http://acquisition.gov/far/index.html>,
<http://farsite.hill.af.mil/vffara.htm>

FedBid.com www.fedbid.com, info@fedbid.com (info@fedbid.com), 1 877-9FEDBID

FederalReporting.gov - <https://www.federalreporting.gov/> , 1-877-508-7386,
support@federalreporting.gov (support@federalreporting.gov)

FMS (Financial Management Services), 1-800-304-3107 - **Delinquent Federal Debt** questions

FSC Codes (Federal Supply Class Codes) <http://www.dlis.dla.mil/h2/>, dlacntactcenter@dlamail.mil
(dlacntactcenter@dlamail.mil), 1-877-352-2255

Grants.gov: <http://www.grants.gov>, support@grants.gov (support@grants.gov), 1-800-518-4726

IAE (Integrated Acquisitions Environment): <http://www.acquisition.gov>

IPAC (Intra-Governmental Payment and Collection System) <http://www.fms.treas.gov/ipac/index.html> ,
(866) 809-5218, IPAC@stls.frb.org (IPAC@stls.frb.org)

IRS (Internal Revenue Service) www.irs.gov, TIN/EIN questions 1-866-255-0654 (option4),

SSN questions 1-800-772-1213 (Social Security Administration)

IUID (Item Unique Identification) <https://www.bpn.gov/iuid/>, 877-376-5787, IUID.helpdesk@bpn.gov
(IUID.helpdesk@bpn.gov)

NAICS Code (Census.gov): <http://www.census.gov/eos/www/naics/>

PPIRS (Past Performance Information Retrieval System): <http://www.ppirs.gov/>

PSC (Product Services Codes) http://www.fpdsg.com/downloads/psc_data_nov162009.xls or http://www.fpdsg.com/downloads/psc_data_10242006.xls

PTAC (Procurement Technical Assistance Center): <http://www.dla.mil/db/procurem.htm>

Recovery.gov: <http://www.recovery.gov>

SBA (Small Business Administration) www.sba.gov, answerdesk@sba.gov (answerdesk@sba.gov), 1-800-827-5722

SIC (Standard Industry Codes) search: OSHA (Occupational Safety & Health Administration): <http://www.osha.gov/pls/imis/sicsearch.html>

USDA (U.S. Department of Agriculture) www.usda.gov, 202-720-2791

USPS (U.S. Postal Service) <http://zip4.usps.com/zip4/welcome.jsp>, <http://faq.usps.com/eCustomer/iq/usps/escalate.jsp>, 1-800-275-8777

WAWF (Wide Area Work Flow) <https://wawf.eb.mil/> DISA DECC Ogden Electronic Business Service Desk CSCASSIG@CSD.DISA.MIL (CSCASSIG@CSD.DISA.MIL), 1-801-605-7095, DSN: 388-7095.

Script Suggestions

****Agents are REQUIRED to enter Unsupported Service Standard Text in RightNow ticket.**

The Federal Service Desk does not service <state service> at this time and therefore is unable to properly assist with this issue. Federal Service Desk Agents are not authorized to make recommendations regarding this service. For further assistance, please visit <state service> website.

FSD Agents may provide referral information only based on contact information provided on the official website or in RightNow Unsupported Service Standard Text.

FSD Closing Script

Script Closing Requirements

- Make sure that all issues have been addressed
- Recap issue, resolution and next steps
- Inform the caller that they will receive an email containing the details of their correspondence with FSD, along with information about FSD.gov

- Thank you for calling the Federal Service Desk

Script Suggestions

RECAP issue, resolution and next steps

"I'd like to inform you that I will be sending an email containing the details of this correspondence, along with some information about the FSD.gov website, to the email address you provided."

"Thank you again for calling the Federal Service Desk, have a nice day."

Attachment 14
Key Personnel Qualification Matrix (To be removed at time of award)

EXAMPLE - The following is an example of how the matrix shall map to Section H of the task order. The example detailed below describes a case in which the task order requires a Senior Network Engineer:

H.X.X.X Senior Network Engineer

It is desirable that the Senior Network Engineer have significant experience managing the design, development, implementation, testing, and maintenance of large (over 100 servers, 1000 workstations, and 10 locations) local and wide area networks in a secure Federal Government environment. The Senior Network Expert should have IRM experience managing an integrated network with a diversity of users. The individual should be functionally proficient in the operations and maintenance of local, metropolitan, and wide area networks using automated network management tools, responding to both client and user requests for applications assistance and network modifications and enhancements. The Senior Network Engineer should have experience supervising at least thirty network support staff of various job categories and skills. The Senior Network Engineer should have broad-based skills and experience managing the migration of separate networks into single WAN, performing routine system maintenance and troubleshooting, managing the installation of software upgrades, maintaining network performance, and recommending enhancements.

The offeror for this example is proposing John Smith as a Senior IT Analyst. The Key Qualification Matrix would be formatted as follows:

KEY PERSONNEL QUALIFICATIONS MATRIX

Proposed Personnel Name: John Smith

Proposed meets the TO requirements (per H.X.X.X) for: Senior Network Engineer

Proposed meets the requirements of the Basic Contract for Labor Category: Senior IT Analyst

Proposed meets the TO Clearance Level requirements: Not a requirement for this position

Proposed person is available to begin work on the start date designated in Section F.

Requirements	Years of Experience	Description of qualifications and experience
Task Order Request Section H.9.8.2		
Experience managing the design, development, implementation, testing, and maintenance of large (over 100 servers, 1000 workstations, and 10 locations) local and wide area networks in a secure Federal Government environment		
IRM experience managing an integrated network with a diversity of users		
Functionally proficient in the operations and maintenance of local, metropolitan, and wide area networks using automated network management tools, responding to both client and user requests for applications assistance and network modifications and enhancements		
Experience supervising at least thirty network support staff of various job categories and skills		
Broad-based skills and experience managing the migration of separate networks into a single WAN, performing routine system maintenance and troubleshooting, managing the installation of software upgrades, maintaining network performance, and recommending enhancements		

Note: Multiple pages for qualifications are acceptable.

See page limitations in section L.X **KEY PERSONNEL QUALIFICATION MATRIX.**

END OF EXAMPLE

CONSENT TO PURCHASE PARTS/TOOLS/ODCs AND/OR SERVICES (CTP)

Industry Partner:	TOOL#:	
Client:	Date:	
	Project Name:	
	Project/IA#:	
	Contract/Task Order:	

If the prime contractor does not have an approved purchasing system, the contractor will prepare and submit a Consent to Purchase (CTP) to be reviewed by the COR and signed by the CO

TO:	FEDSIM Contracting Officer Representative	CLIN # VALUE:	Last Inv submitted:	
		CUM AMT BILLED:		\$0.00
		BALANCE:		\$0.00
FROM:	Requestor	CTP ESTIMATE:		\$0.00
THROUGH:	Client POC	BALANCE:		\$0.00
SUBJECT:	Consent to purchase #			

Client Point of Contact:

PURPOSE/JUSTIFICATION OF REQUEST:

The purpose of this request is to

Below is the estimated cost of purchase:

ITEM	
Tool (CLIN #):	
Cost to Government: @#	\$ -
Fee	\$ -
General & Administrative (G&A) Cost	\$ -
Total Cost NTE:	\$ -

All material purchases shall be made in accordance with customer requirements. All materials shall become the property of the Government and shall be regarded as Government Furnished Property (GFP), and unless previously approved by the Contracting Officer, shall be used only in performance of this Task Order. All materials will be purchased in accordance with regulations contained in the FAR (need cited#) approved purchasing procedures. All Tools and ODCs shall be procured in accordance with contract requirements and shall not exceed the funded amount on this contract.

It is the responsibility of the Industry Partner to ensure that the prices quoted are fair and reasonable at the time of submission and are in the best interest of the client. The Industry Partner is to furnish price quotes for hardware and software purchases.

Please contact me at (000) 000-0000 if you have any concerns or questions.

FEDSIM CO Approval:

Signature

Date

TRAVEL AUTHORIZATION REQUEST

Industry Partner:
Client:

Travel#
Date:
Project Name:
Project ID/IA#
Contract/Task Order:

TO: FEDSIM Contracting Officer Representative

CLIN# Value: \$0.00
CUM AMT BILLED: \$0.00
BALANCE: \$0.00
ESTIMATE: \$0.00
BALANCE: \$0.00

Last Inv. Submitted

FROM: Requestor:
THROUGH: Client POC

SUBJECT: Travel Authorization Request #

Client Point of Contact:

IP Project Manager:

Purpose/Justification
of Request:

The personnel who will support the above effort at this site is:

Please note that a separate travel request form should be submitted for each individual traveler.

Travelers:

Name:	Company:	Subcontractor POC:
		Name:
		Address:
		City:
		Phone:
		E-Mail:
		Subcontract Purchase Order:

Travel Itinerary:

Departure:	<u>Date</u>	<u>Destination</u>	Return:	<u>Date</u>	<u>Destination</u>
Leave			Leave		
Arrive			Arrive		
Leave			Leave		

Attachment 16

Arrive			Arrive		
Leave			Leave		
Arrive			Arrive		

Below is the estimated cost of the trip for the contractors:

ITEM	COST
Travel (CLIN 0000):	\$0.00
Airfare: @	
Per Diem: @	
Hotel: @	
Other: car rental	
Other Direct Costs (CLIN 0000)	\$0.00
Post Differential Pay	
Danger Pay:	
War Risk Insurance	
Other	
Subtotal Amount:	\$0.00
Material Handling Cost:	
General & Administrative (G & A) Cost:	
Total ODC Cost (CLIN 0000):	
Total Travel Cost (CLIN 0000):	
Total Trip Cost NTE:	\$0.00

Remarks:

The estimated cost of travel must represent the Government's best estimate. The amount of obligated for this line item may be increased unilaterally by the Government if such action is deemed advantageous. Travel costs shall be reimbursed in accordance with Federal Travel Regulations (FTR).

Please contact me at (area code) 000-0000 if you have any concerns or questions.

Industry Partner Request:	FEDSIM Approval:	Client Acceptance:	
Signature	Signature	Signature	Date
Date	Date	Date	

Attachment 16

Attachment 20: Federal Service Desk - Service Request Daily Averages

Month-Year	Daily Calls	Daily Number of Abandoned Calls	Daily Email	Daily Email
	Federal Business Day	Federal Business Day	Federal Business Day	Non-Federal Business Day (Holidays & Weekend Days)
Jun-12	1003	28	75	11
Jul-12	1147	109	74	14
Aug-12	1829	999	256	22
Sep-12	1517	663	235	21
Oct-12	1281	446	148	27
Nov-12	1402	249	116	20
Dec-12	1730	359	105	18
Jan-13	2560	917	191	36
Feb-13	2784	849	240	52
Mar-13	2605	641	200	27
Apr-13	2873	909	305	40
May-13	2803	788	208	25
Jun-13	2790	775	205	25

General Instructions
1. The offeror shall fill out each tab as applicable.
2. Subcontractor labor costs should be called out separately from prime labor costs, and should include the name of the company as well as the subcontract type.
3. The offeror shall replicate this spreadsheet for each period of performance (base period, option period one, option period two, option period three, and option period four)

CLIN 0002A - Labor Summary				
Base Period (One year)				
A	B	C	D	E
Task Area	Total hours	Total Estimated Cost	Award Fee Amount	Total Estimated Cost Plus Award Fee
3	Insert total hours per task area.	Insert proposed total estimated cost per task area.	Insert proposed total Award Fee Amount (include formula for Award fee calculation)	Insert proposed total estimated cost plus Award Fee
4				
5				
7				
CLIN Total:	0	0	0	0

Number of hours in a Man-Year:	
--------------------------------	--

CLIN 0002A - Direct Labor (Task Area 3 - Tier 0 Support)									
Base Period (One year)									
A	B	C	D	E	F	G	H	J	K
Labor Category Description	Prime or Subcontractor (If a subcontractor, the offeror shall indicate which company)	Applicable Indirect Rate Cost Center	Proposed Direct Labor Rate	Rate Buildup (Direct Labor plus all applicable loads)	Proposed Fully Burdened Rate	Total hours for Task Area 3	Extended Value	Notes	RFP or Attachment Reference
Insert applicable labor categories below.	Insert Prime or specific subcontractor name.	Insert the applicable indirect rate cost center.	Insert the proposed direct labor rate.	The offeror shall insert new columns as appropriate to completely show all applicable loads and the cost buildup. The offeror shall ensure all loads are clearly labeled and not combined. It should be clear how the offeror progressed from the Proposed Direct Labor Rate to the Proposed Fully Burdened Rate.	Insert the proposed fully burdened labor rate.	Insert total hours.	#VALUE!		Insert RFQ reference.
					Total hours for Task Area 3 and Total Extended Value for Task Area 3:		0	#VALUE!	

CLIN 0002A - Direct Labor (Task Area 4 - Tier One Support - All Applications)									
Base Period (One year)									
A	B	C	D	E	F	G	H	J	K
Labor Category Description	Prime or Subcontractor (If a subcontractor, the offeror shall indicate which company)	Applicable Indirect Rate Cost Center	Proposed Direct Labor Rate	Rate Buildup (Direct Labor plus all applicable loads)	Proposed Fully Burdened Rate	Total hours for Task Area 4	Extended Value	Notes	RFP or Attachment Reference
Insert applicable labor categories below.	Insert Prime or specific subcontractor name.	Insert the applicable indirect rate cost center.	Insert the proposed direct labor rate.	The offeror shall insert new columns as appropriate to completely show all applicable loads and the cost buildup. The offeror shall ensure all loads are clearly labeled and not combined. It should be clear how the offeror progressed from the Proposed Direct Labor Rate to the Proposed Fully Burdened Rate.	Insert the proposed fully burdened labor rate.	Insert total hours.	#VALUE!		Insert RFQ reference.
					Total hours for Task Area 4 and Total Extended Value for Task Area 4:		0	#VALUE!	

CLIN 0002A - Direct Labor (Task Area 5 - Tier 2 Support - SAM)									
Base Period (One year)									
A	B	C	D	E	F	G	H	J	K
Labor Category Description	Prime or Subcontractor (If a subcontractor, the offeror shall indicate which company)	Applicable Indirect Rate Cost Center	Proposed Direct Labor Rate	Rate Buildup (Direct Labor plus all applicable loads)	Proposed Fully Burdened Rate	Total hours for Task Area 5	Extended Value	Notes	RFP or Attachment Reference
Insert applicable labor categories below.	Insert Prime or specific subcontractor name.	Insert the applicable indirect rate cost center.	Insert the proposed direct labor rate.	The offeror shall insert new columns as appropriate to completely show all applicable loads and the cost buildup. The offeror shall ensure all loads are clearly labeled and not combined. It should be clear how the offeror progressed from the Proposed Direct Labor Rate to the Proposed Fully Burdened Rate.	Insert the proposed fully burdened labor rate.	Insert total hours.	#VALUE!		Insert RFQ reference.
					Total hours for Task Area 5 and Total Extended Value for Task Area 5:	0	#VALUE!		

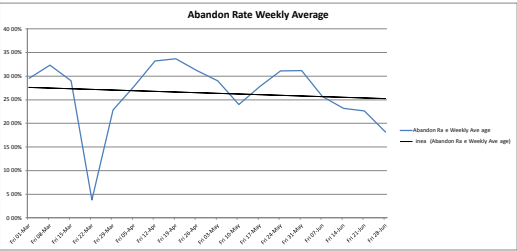
CLIN 0002A - Direct Labor (Task Area 7 - Continuity of Operations)									
Base Period (One year)									
A	B	C	D	E	F	G	H	J	K
Labor Category Description	Prime or Subcontractor (If a subcontractor, the offeror shall indicate which company)	Applicable Indirect Rate Cost Center	Proposed Direct Labor Rate	Rate Buildup (Direct Labor plus all applicable loads)	Proposed Fully Burdened Rate	Total hours for Task Area 7	Extended Value	Notes	RFP or Attachment Reference
Insert applicable labor categories below.	Insert Prime or specific subcontractor name.	Insert the applicable indirect rate cost center.	Insert the proposed direct labor rate.	The offeror shall insert new columns as appropriate to completely show all applicable loads and the cost buildup. The offeror shall ensure all loads are clearly labeled and not combined. It should be clear how the offeror progressed from the Proposed Direct Labor Rate to the Proposed Fully Burdened Rate.	Insert the proposed fully burdened labor rate.	Insert total hours.	#VALUE!		Insert RFQ reference.
					Total hours for Task Area 7 and Total Extended Value for Task Area 7:	0	#VALUE!		

CLIN 0002B - Labor Summary				
Base Period (One year)				
A	B	C	D	E
Task Area	Total hours	Total Estimated Cost	Award Fee Amount	Total Estimated Cost Plus Award Fee
6	Insert total hours per task area.	Insert proposed total estimated cost per task area.	Insert proposed total Fixed Fee Amount (include formula for Award fee calculation)	Insert proposed total estimated cost plus Award Fee
CLIN Total:	0	0	0	0

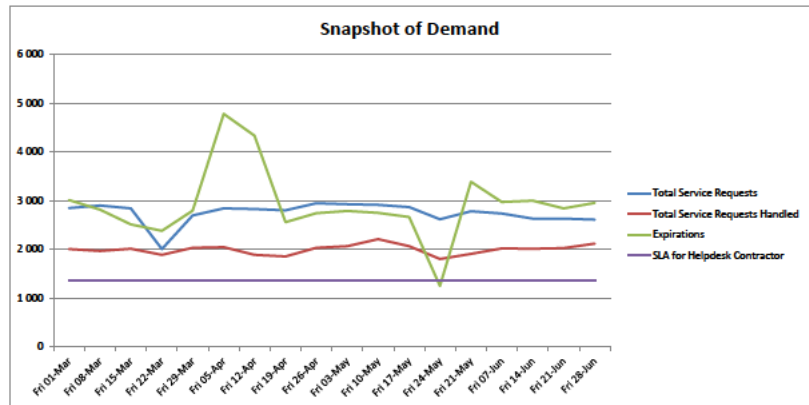
Number of hours in a Man-Year:	
--------------------------------	--

CLIN 0002B - Direct Labor (Task Area 6 - Optional Tier 2 Support - Other IAE Applications)									
Base Period (One year)									
A	B	C	D	E	F	G	H	J	K
Labor Category Description	Prime or Subcontractor (If a subcontractor, the offeror shall indicate which company)	Applicable Indirect Rate Cost Center	Proposed Direct Labor Rate	Rate Buildup (Direct Labor plus all applicable loads)	Proposed Fully Burdened Rate	Total hours for Task Area 6	Extended Value	Notes	RFP or Attachment Reference
Insert applicable labor categories below.	Insert Prime or specific subcontractor name.	Insert the applicable indirect rate cost center.	Insert the proposed direct labor rate.	The offeror shall insert new columns as appropriate to completely show all applicable loads and the cost buildup. The offeror shall ensure all loads are clearly labeled and not combined. It should be clear how the offeror progressed from the Proposed Direct Labor Rate to the Proposed Fully Burdened Rate.	Insert the proposed fully burdened labor rate.	Insert total hours.	#VALUE!		Insert RFQ reference.
					Total hours for Task Area 6 and Total Extended Value for Task Area 6:	0	#VALUE!		

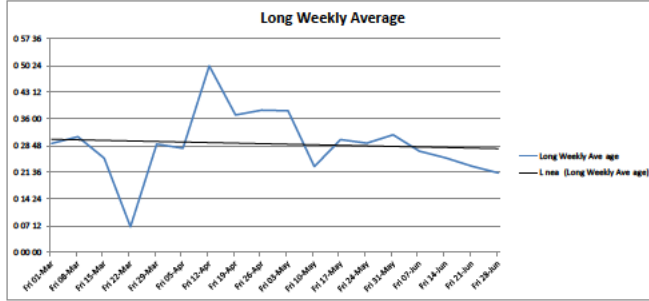
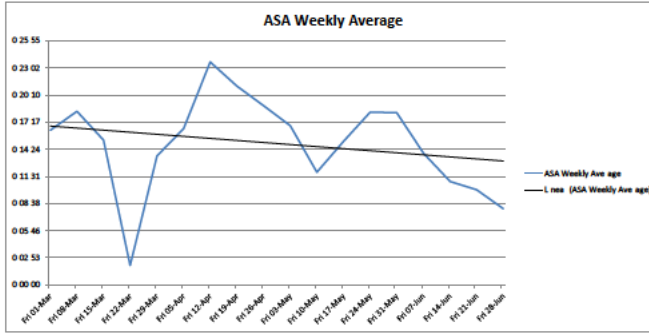
Age	Age	Age
Age 00-00	Age 00-00	Age 00-00
Age 01-01	Age 01-01	Age 01-01
Age 02-02	Age 02-02	Age 02-02
Age 03-03	Age 03-03	Age 03-03
Age 04-04	Age 04-04	Age 04-04
Age 05-05	Age 05-05	Age 05-05
Age 06-06	Age 06-06	Age 06-06
Age 07-07	Age 07-07	Age 07-07
Age 08-08	Age 08-08	Age 08-08
Age 09-09	Age 09-09	Age 09-09
Age 10-10	Age 10-10	Age 10-10
Age 11-11	Age 11-11	Age 11-11
Age 12-12	Age 12-12	Age 12-12
Age 13-13	Age 13-13	Age 13-13
Age 14-14	Age 14-14	Age 14-14
Age 15-15	Age 15-15	Age 15-15
Age 16-16	Age 16-16	Age 16-16
Age 17-17	Age 17-17	Age 17-17
Age 18-18	Age 18-18	Age 18-18
Age 19-19	Age 19-19	Age 19-19
Age 20-20	Age 20-20	Age 20-20
Age 21-21	Age 21-21	Age 21-21
Age 22-22	Age 22-22	Age 22-22
Age 23-23	Age 23-23	Age 23-23
Age 24-24	Age 24-24	Age 24-24
Age 25-25	Age 25-25	Age 25-25
Age 26-26	Age 26-26	Age 26-26
Age 27-27	Age 27-27	Age 27-27
Age 28-28	Age 28-28	Age 28-28
Age 29-29	Age 29-29	Age 29-29
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Age 31-31	Age 31-31	Age 31-31
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Age 35-35	Age 35-35	Age 35-35
Age 36-36	Age 36-36	Age 36-36
Age 37-37	Age 37-37	Age 37-37
Age 38-38	Age 38-38	Age 38-38
Age 39-39	Age 39-39	Age 39-39
Age 40-40	Age 40-40	Age 40-40
Age 41-41	Age 41-41	Age 41-41
Age 42-42	Age 42-42	Age 42-42
Age 43-43	Age 43-43	Age 43-43
Age 44-44	Age 44-44	Age 44-44
Age 45-45	Age 45-45	Age 45-45
Age 46-46	Age 46-46	Age 46-46
Age 47-47	Age 47-47	Age 47-47
Age 48-48	Age 48-48	Age 48-48
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Age 50-50	Age 50-50	Age 50-50
Age 51-51	Age 51-51	Age 51-51
Age 52-52	Age 52-52	Age 52-52
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Age 58-58	Age 58-58	Age 58-58
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Age 60-60	Age 60-60	Age 60-60
Age 61-61	Age 61-61	Age 61-61
Age 62-62	Age 62-62	Age 62-62
Age 63-63	Age 63-63	Age 63-63
Age 64-64	Age 64-64	Age 64-64
Age 65-65	Age 65-65	Age 65-65
Age 66-66	Age 66-66	Age 66-66
Age 67-67	Age 67-67	Age 67-67
Age 68-68	Age 68-68	Age 68-68
Age 69-69	Age 69-69	Age 69-69
Age 70-70	Age 70-70	Age 70-70
Age 71-71	Age 71-71	Age 71-71
Age 72-72	Age 72-72	Age 72-72
Age 73-73	Age 73-73	Age 73-73
Age 74-74	Age 74-74	Age 74-74
Age 75-75	Age 75-75	Age 75-75
Age 76-76	Age 76-76	Age 76-76
Age 77-77	Age 77-77	Age 77-77
Age 78-78	Age 78-78	Age 78-78
Age 79-79	Age 79-79	Age 79-79
Age 80-80	Age 80-80	Age 80-80
Age 81-81	Age 81-81	Age 81-81
Age 82-82	Age 82-82	Age 82-82
Age 83-83	Age 83-83	Age 83-83
Age 84-84	Age 84-84	Age 84-84
Age 85-85	Age 85-85	Age 85-85
Age 86-86	Age 86-86	Age 86-86
Age 87-87	Age 87-87	Age 87-87
Age 88-88	Age 88-88	Age 88-88
Age 89-89	Age 89-89	Age 89-89
Age 90-90	Age 90-90	Age 90-90
Age 91-91	Age 91-91	Age 91-91
Age 92-92	Age 92-92	Age 92-92
Age 93-93	Age 93-93	Age 93-93
Age 94-94	Age 94-94	Age 94-94
Age 95-95	Age 95-95	Age 95-95
Age 96-96	Age 96-96	Age 96-96
Age 97-97	Age 97-97	Age 97-97
Age 98-98	Age 98-98	Age 98-98
Age 99-99	Age 99-99	Age 99-99
Age 100-100	Age 100-100	Age 100-100



	Total Service Requests	Total Service Requests Handled	Expirations	SLA for Helpdesk Contractor
Fri 05-Oct	1321	783		1227
Fri 12-Oct	1396	842		1227
Fri 19-Oct	1307	853		1227
Fri 26-Oct	1239	790		1227
Fri 02-Nov	1090	970		1045
Fri 09-Nov	1,275	1,059		1045
Fri 16-Nov	1,516	1,266		1045
Fri 23-Nov	1,054	1,018		1045
Fri 30-Nov	1,839	1,330		1045
Fri 07-Dec	1,723	1,504		1364
Fri 14-Dec	1,841	1,366		1364
Fri 21-Dec	1,874	1,362		1364
Fri 28-Dec	1,314	1,171		1364
Fri 04-Jan	1,994	1,107	2966	1364
Fri 11-Jan	2,418	1,440	2935	1364
Fri 18-Jan	2,503	1,651	2711	1364
Fri 25-Jan	2,735	1,748	2556	1364
Fri 01-Feb	2,750	1,960	2424	1364
Fri 08-Feb	2,738	1,898	2220	1364
Fri 15-Feb	2,800	1,994	2495	1364
Fri 22-Feb	2,746	1,819	2731	1364
Fri 01-Mar	2,849	2,010	3016	1364
Fri 08-Mar	2,905	1,965	2814	1364
Fri 15-Mar	2,841	2,014	2514	1364
Fri 22-Mar	2,009	1,891	2385	1364
Fri 29-Mar	2,696	2,037	2797	1364
Fri 05-Apr	2,840	2,046	4781	1364
Fri 12-Apr	2,827	1,889	4339	1364
Fri 19-Apr	2,804	1,858	2559	1364
Fri 26-Apr	2,951	2,033	2745	1364
Fri 03-May	2,926	2,070	2791	1364
Fri 10-May	2,915	2,210	2749	1364
Fri 17-May	2,866	2,066	2667	1364
Fri 24-May	2,619	1,806	1248	1364
Fri 31-May	2,781	1,911	3389	1364
Fri 07-Jun	2,736	2,018	2977	1364
Fri 14-Jun	2,630	2,017	3003	1364
Fri 21-Jun	2,630	2,030	2843	1364
Fri 28-Jun	2,614	2,122	2958	1364



Date	Average Speed to Scanner	ASA Weekly Average Time	Longest Time	Long Weekly Average
Wed 02-Jan	0.2158		0.3250	
Thu 03-Jan	0.2750		0.4035	
Fri 04-Jan	0.2428	0.2445	0.3733	0.3659
Mon 07-Jan	0.3442		0.3633	
Wed 08-Jan	0.3455		0.3408	
Wed 09-Jan	0.2139		0.4244	
Thu 10-Jan	0.2433		0.4155	
Fri 11-Jan	0.2421	0.2402	0.3956	0.3903
Mon 14-Jan	0.2737		0.4106	
Tue 15-Jan	0.2255		0.3523	
Wed 16-Jan	0.2207		0.3803	
Thu 17-Jan	0.1551		0.3217	
Fri 18-Jan	0.1026	0.1947	0.2120	0.3338
Tue 22-Jan	0.2057		0.3205	
Wed 23-Jan	0.2048		0.3140	
Thu 24-Jan	0.1858		0.3010	
Fri 25-Jan	0.2247	0.2052	0.3418	0.3203
Mon 28-Jan	0.1942		0.3031	
Tue 29-Jan	0.1226		0.2257	
Wed 30-Jan	0.1353		0.2641	
Thu 31-Jan	0.1394		0.2708	
Fri 01-Feb	0.1732	0.1525	0.2408	0.2817
Mon 04-Feb	0.2144		0.3351	
Tue 05-Feb	0.1842		0.2830	
Wed 06-Feb	0.1840		0.3617	
Thu 07-Feb	0.1843		0.3128	
Fri 08-Feb	0.1421	0.1826	0.2738	0.3133
Mon 11-Feb	0.1955		0.3311	
Tue 12-Feb	0.1657		0.3039	
Wed 13-Feb	0.1342		0.2707	
Thu 14-Feb	0.1631		0.3007	
Fri 15-Feb	0.1308	0.1603	0.2642	0.2933
Tue 19-Feb	0.2300		0.3529	
Wed 20-Feb	0.2128		0.3024	
Thu 21-Feb	0.2353		0.4432	
Fri 22-Feb	0.2223	0.2241	0.3757	0.3705
Mon 25-Feb	0.2127		0.3433	
Tue 26-Feb	0.1652		0.2630	
Wed 27-Feb	0.1512		0.2801	
Thu 28-Feb	0.1240		0.2848	
Fri 01-Mar	0.1617	0.1626	0.2906	0.2924
Mon 04-Mar	0.2131		0.3626	
Tue 05-Mar	0.2045		0.3134	
Wed 06-Mar	0.1707		0.3340	
Thu 07-Mar	0.1700		0.2604	
Fri 08-Mar	0.1545	0.1826	0.2807	0.3110
Tue 12-Mar	0.1512		0.2343	
Wed 13-Mar	0.1459		0.2737	
Thu 14-Mar	0.1646		0.2623	
Fri 15-Mar	0.1432	0.1522	0.2354	0.2524
Mon 18-Mar	0.0008		0.0330	
Tue 19-Mar	0.0943		0.2118	
Wed 20-Mar	0.0017		0.0808	
Thu 21-Mar	0.0007		0.0104	
Fri 22-Mar	0.0006	0.0204	0.0040	0.0656
Mon 25-Mar	0.1653		0.3734	
Tue 26-Mar	0.1805		0.2803	
Wed 27-Mar	0.1529		0.2800	
Thu 28-Mar	0.1645		0.2811	
Fri 29-Mar	0.0114	0.1341	0.2445	0.2913
Mon 01-Apr	0.3051		0.2125	
Tue 02-Apr	0.1608		0.2713	
Wed 03-Apr	0.1644		0.2531	
Thu 04-Apr	0.2200		0.3348	
Fri 05-Apr	0.1713	0.1635	0.3233	0.2806
Mon 08-Apr	0.2447		1.0014	
Tue 09-Apr	0.2306		0.4044	
Wed 10-Apr	0.2245		0.4707	
Thu 11-Apr	0.2610		1.0047	
Fri 12-Apr	0.2134	0.2340	0.4228	0.5016
Mon 15-Apr	0.2157		0.3851	
Tue 16-Apr	0.2314		0.4003	
Wed 17-Apr	0.2021		0.3313	
Thu 18-Apr	0.2139		0.3628	
Fri 19-Apr	0.1827	0.2108	0.3652	0.3705
Mon 22-Apr	0.2028		0.4731	
Tue 23-Apr	0.1655		0.4731	
Wed 24-Apr	0.1824		0.3004	
Thu 25-Apr	0.1953		0.3440	
Fri 26-Apr	0.1931	0.1902	0.3158	0.3821
Mon 29-Apr	0.2027		0.4853	
Tue 30-Apr	0.2119		1.0319	
Wed 01-May	0.1728		0.3127	
Thu 02-May	0.1712		0.2701	
Fri 03-May	0.0806	0.1654	0.2028	0.3814
Mon 06-May	0.1226		0.2512	
Tue 07-May	0.1419		0.2342	
Wed 08-May	0.1126		0.2122	
Thu 09-May	0.1317		0.2827	
Fri 10-May	0.0820	0.1158	0.1711	0.2311
Mon 13-May	0.1437		0.2240	
Tue 14-May	0.1441		0.2724	
Wed 15-May	0.1611		0.3916	
Thu 16-May	0.1849		0.3056	
Fri 17-May	0.1149	0.1513	0.3147	0.3025
Mon 20-May	0.1628		0.2647	
Tue 21-May	0.1717		0.2844	
Wed 22-May	0.1813		0.2750	
Thu 23-May	0.2128		0.3323	
Fri 24-May	0.1812	0.1820	0.3026	0.2926
Mon 28-May	0.1846		0.2953	
Tue 29-May	0.2045		0.3355	
Thu 30-May	0.1837		0.3303	
Fri 31-May	0.1505	0.18 8	0.2959	0.3143
Mon 03-Jun	0.1830		0.3419	
Tue 04-Jun	0.1359		0.2411	
Wed 05-Jun	0.1826		0.3130	
Thu 06-Jun	0.1304		0.2845	
Fri 07-Jun	0.0553	0.1358	0.1737	0.2716
Mon 10-Jun	0.0927		0.1737	
Tue 11-Jun	0.1150		0.2641	
Wed 12-Jun	0.1048		0.2726	
Thu 13-Jun	0.1306		0.2804	
Fri 14-Jun	0.0945	0.1059	0.2727	0.2527
Mon 17-Jun	0.1040		0.2435	
Tue 18-Jun	0.1029		0.2449	
Wed 19-Jun	0.0920		0.2320	
Thu 20-Jun	0.1122		0.2418	
Fri 21-Jun	0.0837	0.1006	0.1901	0.2313
Sat 22-Jun				
Sun 23-Jun				
Mon 24-Jun	0.1311		0.3030	
Tue 25-Jun	0.1039		0.2541	
Wed 26-Jun	0.0556		0.1744	
Thu 27-Jun	0.0815		0.1821	
Fri 28-Jun	0.0221	0.0804	0.1455	0.2126
Sat 29-Jun				
Sun 30-Jun				
Mon 01-Jul	0.1417		0.3354	
Tue 02-Jul	0.1318		0.2308	
Wed 03-Jul	0.0909		0.2240	
Thu 04-Jul				
Fri 05-Jul				
Sat 06-Jul				
Sun 07-Jul				

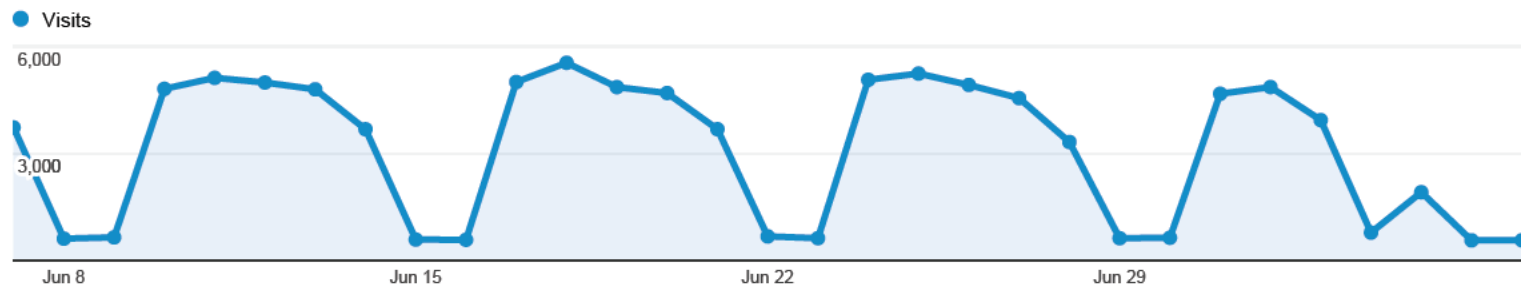


Audience Overview

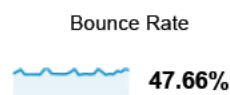
Jun 7, 2013 - Jul 7, 2013

● % of visits: 100.00%

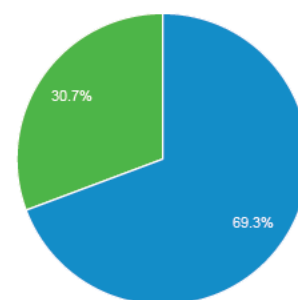
Overview



72,474 people visited this site



■ New Visitor ■ Returning Visitor



Language		Visits	% Visits
1.	en-us	91,014	94.58%
2.	en	856	0.89%
3.	en-gb	762	0.79%
4.	ko	435	0.45%
5.	fr	360	0.37%
6.	ja	353	0.37%
7.	de	272	0.28%
8.	es	223	0.23%
9.	it	182	0.19%
10.	de-de	170	0.18%

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[illegible][illegible]

Number of incidents	Month					Grand Total
	June 1, 2012	June 2, 2012	June 3, 2012	June 4, 2012	June 5, 2012	
Issue Type / Item	Issue	Issue	Issue	Issue	Issue	Issue
No Value	8,887	9,138	9,124	9,008	8,343	44,500
Issue Not set on P system	843	716	757	712	569	3,697
Other	442	399	363	330	283	1,717
Issue P system on System 5	226	236	192	231	129	914
Quant on Repro ts	49	30	24	31	16	144
Report My Process d	35	18	15	16	11	95
Cost Control Quant on	17	11	8	16	9	61
Cost Control Quant on	8	4	8	8	8	36
Grand Total	10,495	10,462	10,427	10,313	9,367	50,164

[illegible]

Statement of Work

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract. Section C of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

C.1 BACKGROUND

In 2003, the Integrated Award Environment (also known as the Integrated Acquisition Environment) Project was created as an e-Government initiative (e-Gov) under the President's Management Agenda. The concept behind the Integrated Award Environment (IAE) was to provide Federal Government agencies and contractors with shared IT systems to manage the acquisition and grants making process from solicitation through closeout.

The IAE systems were developed over several years as free-standing systems to fulfill different roles throughout the acquisition and grants making process. The current status of the IAE includes thirteen systems that facilitate all phases of the federal awards management lifecycle and serve the entity management, acquisition and financial assistance (grants and loans) communities. Below are some general statistics about the IAE systems:

- Contain information on over 700,000 entities doing business or seeking to do business with the Federal Government;
- Track more than five million transactions totaling over \$530 billion in annual obligations;
- Provide visibility to over \$1 trillion in government contracts at various stages of performance;
- Support over 50,000 monthly customer support inquiries, and provide past performance access for over 22,000 contracting professionals access IAE systems each month;
- Display over 23,000 Federal business opportunities to millions of users each month.

In order to better manage the IAE systems and better embody the spirit of shared services across the government, an effort was undertaken to consolidate IAE systems under the System for Award Management (SAM). As a result, there was an increased need for customer service support through the Federal Service Desk (FSD), which provides Tier 1 service request support to all of the IAE systems. As IAE undergoes a reimagining of its overarching structure, the FSD will continue to function as a primary touch point for ensuring IAE customers are able to effectively carry out the necessary tasks involved in the acquisition and grants processes.

C.1.1 PURPOSE

The purpose of this Task Order is to provide the services to support users of current and future IAE applications. This support is to assist users in all Department of Defense and Civilian Departments and Agencies in the Federal Government, as well as all other users of the IAE.

C.2 SCOPE

The scope of this order includes all aspects of providing IAE users with their primary service request support.

The specific support requirements include:

- Provide an existing modern, preferably, web-based, call center management application solution;
- Continued Development, Maintenance and enhancement of the IAE FSD Portal;
- Development, maintenance and enhancement of Tier 0 (user self-help) materials;
- Deploying, and maintaining an Interactive Voice Response (IVR) System;
- Tier 1 service request Support for all IAE applications;
- Tier 2 service request Support for SAM;
- Tier 2 service request Support for all IAE applications (optional);
- Coordination of service request exchanges to and from other resolver groups;
- Providing additional “Surge” service request support during peak demand;
- Continuity of Operations support;
- Managing, communicating and reporting on all service requests; and
- Deploying, extending, and maintaining a modern Service Request Management System.

C.3 CURRENT INFORMATION TECHNOLOGY (IT)/NETWORK ENVIRONMENT

C.3.1 Federal Services Desk (FSD)

The Government supports the suite of IAE applications through the FSD portal. The portal is intended to be the single support point and resource center for Government-wide systems that acquisition professionals utilize during the contract award and contract management process.

The FSD portal contains:

- General or specific application search features;
- Answer Center: A knowledge base of frequently asked questions;
- User Guides: System specific guides for support;
- Quick Start Guides: Guides on specific topics within the systems;
- Videos: Videos to help users navigate and understand the systems;
- Helpful Hints: A repository of documents and guides available to users;
- Service Request Contact information; and
- A survey tool allowing users to provide feedback to improve the portal.

C.3.2 Integrated Award Environment (IAE)

The following systems support the mission of IAE, and are within the scope of this order.

- The System for Award Management (SAM)

- The Catalog of Federal Domestic Assistance (CFDA)
- The Electronic Subcontracting Reporting System (eSRS)
- The Federal Procurement Data System – Next Generation (FDPS-NG)
- Federal Business Opportunities (FBO)
- The Federal Funding Accountability and Transparency Act Subaward Reporting System (FSRS Contracts)
- The Federal Funding Accountability and Transparency Act Subaward Reporting System (FSRS Grants)

C.3.2.1 System for Award Management (SAM)

The System for Award Management combined federal procurement systems and the Catalog of Federal Domestic Assistance into one new system. This consolidation is being done in phases. SAM currently includes the functionality from the following systems, and is likely to broaden in functionality over time:

- Central Contractor Registry (CCR)
- Federal Agency Registration (Fedreg)
- Online Representations and Certifications Application (ORCA)
- Excluded Parties List System (EPLS)

C.3.2.2 Catalog of Federal Domestic Assistance (CFDA)

The Catalog of Federal Domestic Assistance is a government-wide compendium of Federal programs, projects, services, and activities that provide assistance or benefits to the American public. It contains financial and nonfinancial assistance programs administered by departments and establishments of the Federal government.

As the basic reference source of Federal programs, the primary purpose of the Catalog is to assist users in identifying programs that meet specific objectives of the potential applicant, and to obtain general information on Federal assistance programs. In addition, the intent of the Catalog is to improve coordination and communication between the Federal government and State and local governments.

C.3.2.3 electronic Subcontracting Reporting System (eSRS)

The electronic Subcontracting Reporting System is intended to create higher visibility and introduce more transparency into the process of gathering information on federal subcontracting accomplishments. As part of the President's Management Agenda for Electronic Government, the Small Business Administration (SBA), the IAE, and a number of Agency partners collaborated to develop the next generation of tools to collect subcontracting accomplishments. This Internet-based tool streamlines the process of reporting on subcontracting plans and provide agencies with access to analytical data on subcontracting performance, and eliminates the need for paper submissions and processing of the SF 294's,

Individual Subcontracting Reports, and SF 295's, Summary Subcontracting Reports, and replaces the paper with an easy-to-use electronic process to collect the data.

C.3.2.4 Federal Procurement Data System – Next Generation (FPDS-NG)

The Federal Procurement Data System – Next Generation is the central data collection point for federal contract awards. All contracts whose estimated value is \$3,000 or more or that may be \$3,000 or more. Executive Departments and Agencies award over \$200 billion annually for goods and services, which is collected in FPDS-NG. The system can identify which agencies procured services, which contractor provided those goods and services, and what was paid.

FPDS-NG provides procurement data to USASpending.gov, which combines procurement data with information regarding grants and loans. USASpending.gov is hosted in the same environment as FPDS-NG, and is covered under the scope of this Task Order.

C.3.2.5 FedBizOpps.gov (FBO)

FedBizOpps.gov is the single government point-of-entry (GPE) for Federal government procurement opportunities over \$25,000. Government buyers are able to publicize their business opportunities by posting information directly to FedBizOpps via the Internet. Through one portal commercial vendors seeking Federal markets for their products and services can search, monitor and retrieve opportunities solicited by the entire Federal contracting community.

C.3.2.6 Federal Funding Accountability and Transparency Act Subaward Reporting System (FSRS Contracts)

The Federal Funding Accountability and Transparency Act of 2006 (FFATA) established a requirement to collect award data on all subcontracts valued at \$25,000 or more. Prime contractors are now required to report subcontract awards to the FFATA Sub-award Reporting System.

C.3.2.7 Federal Funding Accountability and Transparency Act Subaward Reporting System (FSRS Grants)

The Federal Funding Accountability and Transparency Act of 2006 (FFATA) established a requirement to collect award data on all sub-grants valued at \$25,000 or more. Prime Grant Awardees are now required to report sub-grants awards to the FFATA Sub-award Reporting System.

C.3.2.8 Wage Determinations OnLine (WDOL)

The Wage Determinations OnLine (WDOL) system provides a single location for federal contracting officers to use in obtaining appropriate Service Contract Act and Davis-Bacon Act wage determinations for each official contract action. WDOL also provides contracting officers direct access to the Department of Labor's "e98" website to submit a request for Service Contract Act wage determinations for use on official contract actions.

C.3.3 Definition of Terms in this document

Unless otherwise specified, all technical terms, not procurement or regulatory terms, in this document are to be construed as defined by ITIL® 3.1.24. A complete list of ITIL terms is

included in Section J Attachment 3. Additionally, Government provided supplemental definitions are included in Section J Attachment 4. Any procurement or regulatory terms are to be construed as prescribed by the FAR, regulation or other Federal governing documents.

C.3.4 Management Approach

Aspects of each of these applications are partially managed independently, while other aspects are managed as a portfolio.

In order to obtain operational efficiencies, all IAE applications will use the Service Request support provided under this order for Tier 1 service, and Tier 0 service, which includes a knowledgebase on FSD's website, FAQs, and other information they seek.

In order to ensure effectiveness in resolving user issues, a more varied approach will be utilized for Tier 2 support. Tier 2 service requests will go to the resolver group that has greater systems expertise and is charged with resolving those tickets.

Regardless of the Tier of the ticket, or resolver group assigned to resolve that ticket, the contractor supporting this order will be responsible to track, report, and escalate tickets requiring attention.

Additionally, the contractor will provide the Service Request Management System for all resolver groups, and to ensure that all legacy data is migrated in at the beginning of this order, and out upon completion of this order.

C.3.5 Service Request Activity

The historical table included in Attachment 17 provides the average daily service requests since June of 2012. No further historical data is available.

C.4 OBJECTIVE

The objective of this Task Order is to leverage industry best practices to provide a turnkey Service Request Management solution for current and future IAE applications that will facilitate an effective user experience.

C.5 TASKS

C.5.1 TASK 1 – PROVIDE PROGRAM MANAGEMENT

The contractor shall provide program management support under this Task Order. This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this Statement of Work (SOW). The contractor shall identify a Program Manager (PM), by name, who shall provide management, direction, administration, quality control, and leadership of the execution of this Task Order. See Section H.2 for further information.

The contractor shall schedule meetings and provide deliverables in accordance with Section F.

All program management activities and hours are to be included in this task, including subtasks, and no program management activities or hours are to be included in any other tasks or subtasks, for the full period of performance of this order.

C.5.1.1 SUBTASK 1 – COORDINATE A PROJECT KICK-OFF MEETING

The contractor shall schedule and coordinate and lead a Project Kick-Off Meeting at the location approved by the Government. The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include vital contractor personnel, representatives from the directorates, other relevant Government personnel, and the COR. The contractor shall provide the following at the Kick-Off meeting:

- a. Kickoff Slides, including an agenda, staffing status, facilities readiness, and other pertinent information
- b. The complete Draft Project Management Plan
- c. The complete Draft Transition-In Plan

C.5.1.2 SUBTASK 2 – PREPARE A PROJECT MANAGEMENT PLAN (PMP)

The contractor shall document all support requirements in a PMP. The PMP shall:

- a. Describe the proposed management approach;
- b. Contain the proposed communication plan;
- c. Contain detailed Standard Operating Procedures (SOPs) for all tasks;
- d. Include milestones, tasks, and subtasks required in this Task Order;
- e. Provide for an overall Work Breakdown Structure (WBS) and associated responsibilities and partnerships between or among Government organizations;
- f. Include the contractor's Quality Control Plan (QCP); and
- g. Provide a comprehensive Concept of Operations (CONOPS).

C.5.1.3 SUBTASK 3 – UPDATE THE PROJECT MANAGEMENT PLAN (PMP)

The PMP is an evolutionary document that shall be comprehensively updated annually at a minimum. Any major changes in the IAE applications will necessitate a review of the PMP to ensure currency. As the components of the PMP are varied, the contractor may update these sections more frequently as needed. The contractor shall work from the latest Government-approved version of the PMP.

C.5.1.4 SUBTASK 4 – DEVELOP FINAL TRANSITION-IN PLAN

The contractor shall ensure that there will be minimum service disruption to vital Government business and no service degradation during and after transition. All transition activities will be

completed 30 calendar days after the start date of the Task Order, and the contractor shall have the ability to receive and resolve calls within 14 calendar days of the start of the Task Order. The Government will provide comments on a draft Transition-In Plan at the Kick-off Meeting. The contractor shall provide a final Transition-In Plan within four workdays following receipt of Government comments. The transition plan shall include, at a minimum:

- Provisioning plan and timeline for the Service Request Management System;
- Provisioning plan and timeline for establishing a toll free service phone number;
- Provisioning plan and timeline for the IVR system which shall have the ability to route calls, provide access to self-help recordings, and provide users the ability to receive a “Call Back” at a later time;
- Migration plan to move all open and closed service requests to the Service Request Management System;
- Implementation plan and timeline for proposed improvements and/or changes to the FSD Portal and any materials;
- Development and updating of FAQs, and other Tier 0 support materials;
- Development and updating Scripts and materials for Tier 1 support and Tier 2 support;
- IAE subject matter training for the contractor’s service desk staff; and
- COOP plan, timelines, thresholds, and reconstitution times.

C.5.1.5 SUBTASK 5 – PREPARE A WEEKLY STATUS REPORT (WSR)

The contractor PM shall develop and provide a WSR using Microsoft (MS) Office Suite applications, by Friday of each week via electronic mail to the Technical Point of Contact (TPOC) and the COR. The WSR shall include the following:

- a. FSD Availability;
- b. Requests: Total Volume, and medium of submission;
- c. Requests: First Request Resolution Rate, and medium of submission;
- d. Calls: Abandonment Rate ;
- e. Calls: Response Time;
- f. Web Chat: Average Wait Time;
- g. Telephone: Average Speed of Answer;
- h. Service Requests opened in the current week;
- i. Service Requests closed in the current week;
- j. The number of unresolved Service Requests for the current week;
- k. Total Unresolved Service Requests;
- l. Problems and corrective actions taken;
- m. Issues or concerns and proposed resolutions;
- n. Outstanding Government actions required;
- o. FSD Portal Availability;
- p. All Accuracy and Completeness issues identified in Tier 0 support; and
- q. All Complaints or Poor Survey Responses
- r. Weekly Calibration Session (Weekly user group meeting).

C.5.1.6 SUBTASK 6 – PREPARE A MONTHLY STATUS REPORT (MSR)

The contractor PM shall develop and provide an MSR using Microsoft (MS) Office Suite applications, by the tenth of each month via email to the Technical Point of Contact (TPOC) and the COR. The MSR shall include:

- a. All Metrics in the Weekly Status Report, shown for each week in the month;
- b. Activities during reporting period, by task (include: on-going activities, new activities, activities completed; progress to date on all above mentioned activities). Start each section with a brief description of the task;
- c. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them;
- d. Personnel gains, losses, and adjudication statuses (security clearance, etc.);
- e. Outstanding Government actions required;
- f. FSD Performance Report;
- g. Federal Service Desk Availability;
- h. Tier 2/3 Escalation Incorrect Escalation;
- i. Activities to ensure the accuracy and completeness of the Tier-0 Support (Self Service Knowledgebase);
- j. Problem and Change Report;
- k. All Customer Service Request feedback notifications;
- l. Monthly Steward Report (IAE requirement); and
- m. Financial management statistics, to include the contract to date charges by CLIN, the spend plan for the then current fiscal year by month, the actual costs for the current fiscal year by month, and the associated award fee earned/pool accrued for the current fiscal year by month.

C.5.1.7 SUBTASK 7 – CONVENE TECHNICAL STATUS MEETINGS

The contractor PM shall convene a twice a month (frequency to increase or decrease) Technical Status Meeting with the TPOC, COR, and other vital Government stakeholders. The purpose of this meeting is to ensure all stakeholders are informed of the monthly activities and MSR, provide opportunities to identify other activities and establish priorities, and coordinate resolution of identified problems or opportunities. The contractor PM shall provide minutes of these meetings, including attendance, issues discussed, decisions made, and action items assigned, to the COR within five workdays following the meeting. Topics to be covered include:

- SLA performance;
- Changes and status of the FSD portal;
- Known Issues;
- Open Forum; and
- Customer Service Representative Training Status and Calendar.

C.5.1.8 SUBTASK 8 – PREPARE TRIP REPORTS

The Government will identify the need for a Trip Report when the request for travel is submitted. The contractor shall keep a summary of all long-distance travel including, but not limited to, the

name of the employee, location of travel, duration of trip, and point of contact (POC) at travel location.

C.5.1.9 SUBTASK 9 – CONSTANT SERVICE IMPROVEMENT (CSI) ACTIVITIES

The contractor shall examine on a monthly basis, and identify where program improvement can be improved to provide a higher user experience to Government users. This contractor shall report this analysis to the Government as part of the Monthly Program Improvement Plan. This plan may contain new FAQs or training harvested from User Forum, Blog or peer-assist activities included in Tier 0-2 support, innovation, technology or changes in business processes within the contractor's direct control, or in associated processes or services. The contractor shall seek to implement these improvements within the scope and ceiling value of the Task Order. The contractor shall submit, with the Government's consent, a plan of action to implement these in scope changes.

C.5.1.10 SUBTASK 10 – DEVELOP TRANSITION-OUT

The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor/Government personnel at the expiration of the TO. The contractor shall provide a draft Transition-Out Plan 180 Days from Task Order Award, and a Final Transition Plan NLT 90 calendar days prior to expiration of the TO. The contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

- a. Project management processes
- b. Points of contact
- c. Location of technical and project management documentation
- d. Status of ongoing technical initiatives
- e. Appropriate contractor-to-contractor coordination to ensure a seamless transition
- f. Transition of Key Personnel
- g. Data Migration Plans
- h. Schedules and milestones
- i. Actions required of the Government

The contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings.

C.5.1.11 SUBTASK 11 – PROVIDE FSD STATUS INFORMATION

The contractor shall provide the Government with FSD status information in the following areas at a minimum:

- Top 5 issues for the last 7 calendar days, by system
- Total service requests for the last 7 days, by system, and type (phone, email, chat etc)
- Total service request for the current day, by system
- Tier 1 support sessions (users Average Speed to Answer telephone service requests for the current day
- Longest Wait time for the current day

- Abandonment Rate for the current day
- Average Telephone service request, to include the wait time, and the talk time

The contractor shall utilize a graphical Support Status Screen, and shall provide real-time or near real-time information on the IAE support. Near real-time is considered within one hour. The Support Status Screen shall provide the Government's IAE staff the ability to generate a status report containing this information in a Powerpoint type of format. Additionally, the contractor shall provide the Government the ability to export the data in to Excel upon demand.

C.5.1.12 SUBTASK 12 – SERVICE REQUEST MANAGEMENT SYSTEM TRAINING

The contractor shall train Government and contractor staff on the proposed Service Request Management System, and the FSD Portal components and services. This shall include initial system training, and limited user training for new users to be delivered by live webinars.

The contractor shall maintain user self-help materials to include FAQs, and a knowledgebase maintaining the Tier 0-2 IAE support materials.

C.5.2 TASK 2 – IMPLEMENT THE FINAL TRANSITION-IN PLAN

The contractor shall complete implementation of its Approved Final Transition-In Plan no later than (NLT) 30 calendar days after award (Section C.5.1.4 Transition-In). The contractor shall report weekly on the implementation plan. At a minimum, the Transition Status Report shall include:

- The status of establishing the Service Request Management System;
- The status and progress of transition activities overdue from the prior week's report;
- The planned activities for the prior week;
- The completed activities for the prior week;
- The planned activities for the current week;
- The overall transition status; and
- Any issue or task which requires the Government's attention or intervention.

C.5.3 TASK 3 – TIER 0 SUPPORT

The Contractor shall provide and manage all aspects of the FSD Tier 0 user support solution. This consists of hosting of the FSD portal, analyzing, developing and improving self-help user materials on the FSD portal, and includes, but is not limited to development, maintenance and enhancement of:

- The FSD Portal, to include all applets, services and technologies utilized to support users;
- Frequently Asked Questions (FAQs);
- Pre-recorded demonstrative video's demonstrating the purpose and usage of the application(s);
- The FSD knowledge base;
- Information on live and distance learning training on IAE applications;
- Operation of the Toll-Free telephone number transitioned to the contractor under Task 2: Transition In Support;
- Operation of the IVR deployed as part of Task 2: Transition-In Support;

- User online ticket submission capability;
- Email, and Blog technologies allowing users to self help or peer assist; and
- Any other modern technology generally available for user support purposes.

The contractor shall provide any required licenses as an ODC, including licenses for the Government's IAE PMO and the COR, who shall be granted access to the system, including read-only access the raw data on IAE tickets.

C.5.4 TASK 4 – TIER 1 SUPPORT – ALL APPLICATIONS

The contractor shall provide first line user assistance and support. This support shall accept service requests through all mediums, and meet the proposed service level agreements in satisfying the users' questions and/or issues. This includes, but is not limited to telephone service requests, Web Chat Service requests, IVR "Call Back" service requests, email service requests. Service levels are to apply to each application independent of the other applications in the IAE.

The contractor shall provide Tier 1 support and resolve user service requests, such as password resets, general questions, or routine issues that can be diagnosed and resolved without escalation to higher tiers of support in accordance with the service levels proposed.

The contractor shall strive to Warm Transfer all support calls. Only in cases where a live agent is not available in the receiving resolver group shall the contractor transfer a support call without first briefing the next responder to the circumstances and details of the service request. In cases when a Warm Transfer is not viable, the contractor shall inform the user, and notify them of where they are being transferred.

The contractor shall prepare for, and adjust to, seasonal changes in demand. This includes end of Federal Fiscal Year (EOY) surges in demand, as well as historically lower demands early in the Federal Fiscal Year.

The Contractor shall have the capability to support a wide range of customer service requests through all communications channels (e.g. telephone, e-mail, web chat), including, but not limited to:

- Service requests;
- General information requests;
- Referrals;
- Requests on specific programs, applications, and services;
- Emergency requests;
- Complaint requests; and
- Public comments.

To ensure the Government understands the nature of service request calls, the contractor shall have the ability to record calls, and make them available to the Government for their review. The contractor shall provide the Government the ability to listen in on in-progress calls.

The contractor shall include a Government provided link to a user survey tool on a service request tickets generated. The Government will provide the contractor read-only access to the survey site.

C.5.5 TASK 5 – TIER 2 SUPPORT – SAM

The contractor shall provide Tier 2 support to users of the SAM application. The contractor shall ensure that all members of its Tier 2 support staff are fully capable of resolving all service requests, unless:

- There is a network or system failure preventing the user from accessing the information in part or whole;
- There are policy, not technology, issues which are the nature of the service request;
- The service request is anticipated to require a change to the system, or application development; or
- The services request requires additional permissions to be granted by the Government.

The contractor shall ensure that all members of its Tier 2 staff are fully trained, capable, and enabled to providing this support. The contractor shall provide this Tier 2 support in accordance with the service levels proposed.

Should a sudden increase (spike) occur in SAM service requests, the contractor shall implement, with COR approval, an operational procedure that shifts SAM service request responsibilities as follows:

- Tier 1 Support: Execute limited scripts to resolve password resets, or otherwise only document tickets.
- Tier 2 Support: Provide Tier 1 in lieu of Tier 2 support.

During these periods, the service levels proposed do not apply to SAM.

When the contractor has ascertained that the spike has ended, the contractor, with the COR's approval, will return to normal operational procedures in accordance with the provisions of the Tasks identified in this order.

C.5.6 TASK 6 – OPTIONAL TIER 2 SUPPORT – OTHER IAE APPLICATIONS

The contractor shall provide Tier 2 support to users of other IAE applications. The contractor shall ensure that Tier 2 support is fully capable and enabled of resolving all service requests, unless:

- There is a network or system failure preventing the user from accessing the information in part or whole;
- There are policy, not technology, issues which are the nature of the service request;

- The service request is anticipated to require a change to the system, or application development; or
- The services request requires additional permissions to be granted by the Government.

The contractor shall ensure that all members of its Tier 2 staff are fully trained, capable, and enabled to provide this support. The contractor shall provide this Tier 2 support in accordance with the SLA's identified in Section J Attachment 5.

Should a sudden increase (spike) occur in services requests for one or more of the non-SAM IAE applications, the contractor shall implement, with COR approval, an operational procedure that shifts service request responsibilities as follows:

- Tier 1 Support: Execute limited scripts to resolve password resets, or otherwise only document tickets.
- Tier 2 Support: Provide Tier 1 in lieu of Tier 2 support.

During these periods, the service levels proposed do not apply to the affected application(s).

When the contractor has ascertained that the spike has ended, the contractor, with the COR's approval, will return to normal operational procedures in accordance with the provisions of the Tasks identified in this order.

C.5.7 TASK 7 – Continuity of Operations (COOP) SUPPORT

The contractor shall provide support in a manner that eliminates dependencies on any single call center or geography. In the case of a natural disaster, act of war, act of terrorism, or other act or situation that renders the contractor's call center(s) inoperable, the contractor shall have an established and COR approved COOP plan that will provide support with no interruption of service or service levels, IT systems or support, or other operational impact to the Government. This plan shall identify the thresholds or situations which would initiate a COOP execution, and define the recovery or reconstitutions requires when the situation is resolved or remediated. The contractor shall have a minimum of one call center that is part of its solution atleast fifty (50) miles distant from all other facilities.

The contractor, with COR approval, can determine that a situation or event has occurred that requires the COOP plan to be executed. When the situation or event has been resolved or remediated, the contractor shall, with COR approval, reconstitute to a non-COOP status.

C.5.8 TASK 8 – IMPLEMENT TRANSITION-OUT PLAN

The contractor shall implement its Government approved Transition-Out Plan no later than (NLT) 30 calendar days prior to expiration of the Task Order (Section C.5.1.10, Transition-Out). This shall include exporting all data and tickets, opened or close to a format acceptable to the new contractor, and transferring the Toll-free line to the new contractor.

C.5.9 TASK 9 – HOSTING OF THE FSD PORTAL

The contractor shall host the Federal Service Desk Portal. This includes providing all the required software, hardware and services necessary to provide the FSD Portal, and all content and technologies required to support the user community.